USER MANUAL FOR

COMPUTERISATION OF RECORDS FOR CREW CLEARANCE
(CREW)

FOR

IMMIGRATION & CHECKPOINTS AUTHORITY

(SHIPPING AGENT)

Prepared by: -

23 Sep 2009

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Document Change History

Version	Effective Date	Summary of Changes	Author
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2.0	1 Aug 05	Add new paragraph 1.5.3 for sorting and selecting 2.1 update PCS contact information & login screens 2.2.1.1 Arrival Clearance – Online Mode - Update the Traveler Group and details to key in if there is no Travel Document number or Travel Document expiry date for crew information tab. - Add in save draft details in the save draft feature - Update the Traveler Groups. - Replace Preview Screen to reflect 72 hrs 2.2.1.2 Arrival Clearance – Batch Mode - Add in confirmation screen 2.2.1.3 Arrival Clearance – Cruise to Nowhere - Add in details and screen shot. 2.2.2 Departure Clearance - Update the Batch processing flow. 2.2.3.1 Crew Sign on – Online / With No Arr Ref - Update the Traveler Groups. 2.3.1 Update Arrival Application - Add in details of amendments	Aldrin Long
3.0	3 May 2007	1.3 Installation/Setup – Add setup for IE configuration 2.1.1 Update screens for SingPass Login Page S-CREW-07-003: Remove Master Check 1.2 About This Manual - Remove “Change in Master” functionality 2..2.1.1 Arrival Clearance – Online Mode - Remove screen shot of Vessel Info - Remove entering and displaying data items for master’s details 2.2.1.2 Arrival Clearance – Batch Mode - Remove entering and displaying data items for master’s details	Geraldine Shen

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Version	Effective Date	Summary of Changes	Author
		2.2.3.1 – Crew Sign-On – Online / With No Arrival Reference - Update screen shot of Crew Info - Remove data item to sign on master 2.3.1 Update Arrival Application - Update screen shot of menu 2.3.2 Confirm Actual Date/Time - Update screen shot of menu 2.3.3 Change in Master - Remove functionality 2.5 Enquiry - Update screen shot of Crew Info	
3.1	7 May 2007	1.3 Installation/Setup and Errors Encountered – Revised setup for IE configuration	Geraldine Shen
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3.3	17 Sep 2007	S-CREW-07-012: 2.2.1 Arrival Clearance - Update screen shot of Vessel Info - Add (If 'Others', please specify☺ field for "Immigration Anchorage/Berth" - Remove "Location after Immigration Clearance" field - Add "Is vessel heading to Jurong Island / Private Wharves / Jetties / Piers / Buoys and Shipyards during port stay?" and its port stay details fields 2.2.2 Departure Clearance - Add (If 'Others', please specify☺ field for "Immigration Anchorage/Berth" 2.3.1 Update Arrival Application - Change label "Requested Location of Immigration Clearance" to "Immigration Anchorage/Berth" - Remove "Location after Immigration Clearance" - "Is vessel heading to Jurong Island / Private	Chan Whye Keet

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Version	Effective Date	Summary of Changes	Author
		Wharves / Jetties / Piers / Buoys and Shipyards during port stay?" updatable by ICA Officers	
3.4	24 Oct 2007	S-CREW-07-009: 1.2 About This Manual - Change of module name from "Update Arrival Application" to "Update AA / SO Appln Details" 2.2.4 Crew Sign-Off - Update screen shot of crew sign-off - Accept Arrival and Sign-On application reference number for crew sign-off 2.3.1 Update AA / SO Appln Details - Rename module from "Update Arrival Application" to "Update AA / SO Appln Details" - Accept Sign-On application for cancellation of crews	Geraldine Shen
3.5	21 May 2008	S-CREW-07-020: 2.5 Enquiry To allow Shipping Agent to view Letters/Electronic Passes/Forms from Enquiry screen. S-CREW-08-003: 2.1.2 EASY Authentication To provide an alert list to Shipping Agents to view :- ▪ Arrival Application pending update of Actual Date/Time of Arrival. ▪ Departure Application pending update of Actual Date/Time of Departure To alert Shipping Agents to renew insurance bond 2 months prior to the expiry date of insurance bond. S-CREW-08-004: 2.3.3 Convert Pax Include a new function to allow Shipping Agents to convert Transit Passenger to Landing and vice versa.	Lim Li Cheng
3.6	23 Sept 2009	To replace EASY authentication with UEN.	Lim Li Cheng

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1. INTRODUCTION

1.1 Overview

The Coastal Command of Immigration & Checkpoints Authority (ICA) performs immigration clearance on a 24 hr basis for all arriving and departing ship crew.

The CREW Shipping Agent module is a web-based application and hosted on the PSi Hosting Environment. The web site can be accessed from the following URL https://crew.ica.gov.sg/NASApp/crewfrontend/base/index.do

The objective of the CREW Shipping Agent module is to allow Shipping Agents to apply for immigration facilities online.

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1.2 About This Manual

The objective of this document is to guide the Shipping Companies and Agents on how to use the CREW – Shipping Agent module.

Users of CREW – Shipping Agent should have some basic knowledge of using a web browser such as Internet Explorer (IE), navigating from one page to another.

The chapters in this manual are organized in a logical functional manner, and not necessary in the order that the users would normally use the system.

A reader can go through this User Manual in any order according to the specific function that he/she encountered or is interested in.

The functionality for the CREW – Shipping Agent module includes:

Submission	Arrival Application Departure Application Sign On Application Sign Off Application Crew Transfer Application Crew Extension Application
Amendment	Update AA / SO Appln Details Confirm Actual Date/Time (Arrival/Departure)
Upload of File	-
Enquiry	By Application Reference Number By Vessel Type and Name
System Administration	Application Transfer Maintenance of User Accounts Creation of New Vessel
Logout	-

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1.3 Installation/Setup and Errors Encountered

1.3.1 Installation/Setup

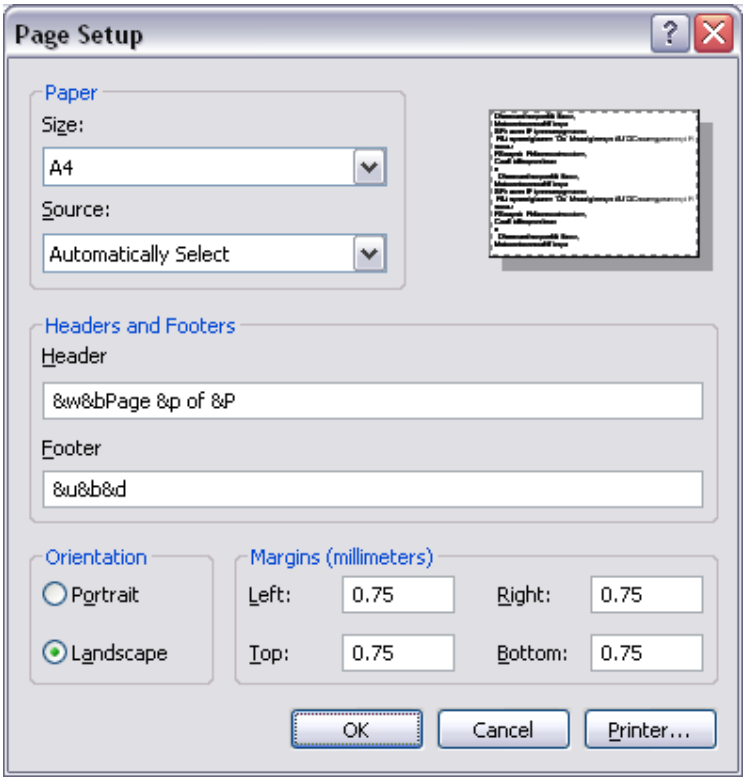
Basic PC setup with Modem or Broadband Internet connection.

Browser:
Internet Explorer 6.0 and above

The user needs to configure the settings of his Internet browser before he launches the CREW system website.

To setup the IE setup configuration

1. From the IE Menu, go to **[FILE]** and **[PAGE SETUP]**
   - Set Paper size to A4
   - Set Orientation to Landscape (this is recommended)



2. From the IE Menu, go to **[VIEW]** and **[ENCODING]**
   - Choose Western European

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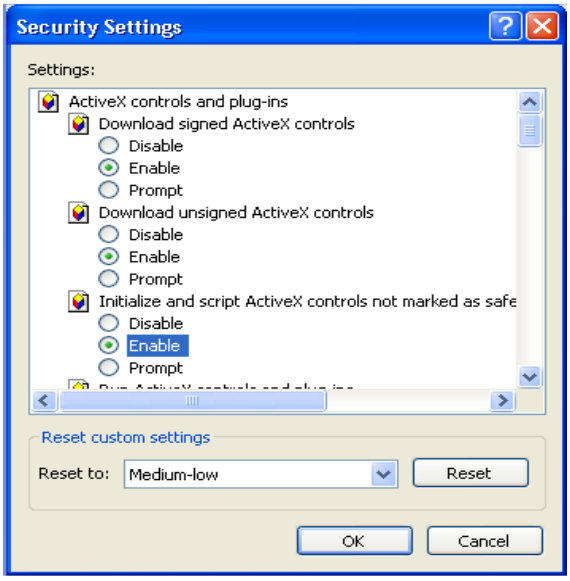
3. From the IE Menu, go to **[TOOLS]** and **[INTERNET OPTIONS]**

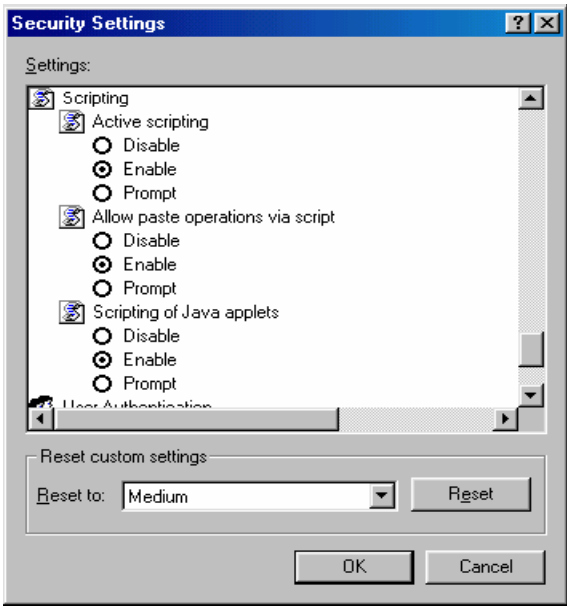
(A) **[GENERAL] TAB**

- Click on **[SETTINGS]**
- Select **[EVERY VISIT TO THE PAGE]**

(B) **[SECURITY] TAB**

- Click on **[TRUSTED SITES]** and then click on **[SITES]**
- Under Add this Web site to this zone, enter https://crew.ica.gov.sg/ and click on **[ADD]**
- At **[TRUSTED SITES]** zone, click on **[CUSTOM LEVEL]** button
- Under Scripting, enable Active Scripting
- Under ActiveX controls and plug-ins, enable Initialize and script ActiveX controls not marked as safe





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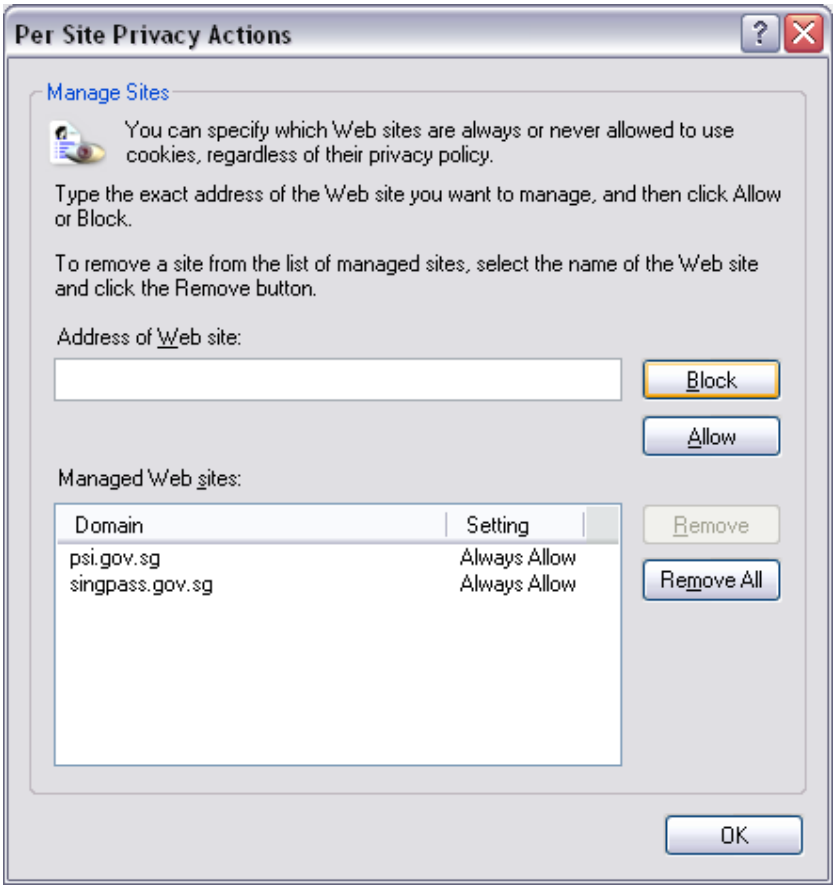
(C) **[PRIVACY] TAB**

- Click on **[SITES]**
- Under Address of Web Site, enter psi.gov.sg and click on **[ALLOW]**
- Under Address of Web Site, enter singpass.gov.sg and click on **[ALLOW]**


Per Site Privacy Actions
Manage Sites
You can specify which Web sites are always or never allowed to use cookies, regardless of their privacy policy.
Type the exact address of the Web site you want to manage, and then click Allow or Block.
To remove a site from the list of managed sites, select the name of the Web site and click the Remove button.
Address of Web site:
Block
Allow
Managed Web sites:
Domain
Setting
psi.gov.sg
Always Allow
singpass.gov.sg
Always Allow
Remove
Remove All
OK

4. For setup of browser and system requirements to access SingPass, please refer to the SingPass web page on eCitizen portal. The link is given below.

   http://www.ecitizen.gov.sg/singpass/sys_requirements.htm

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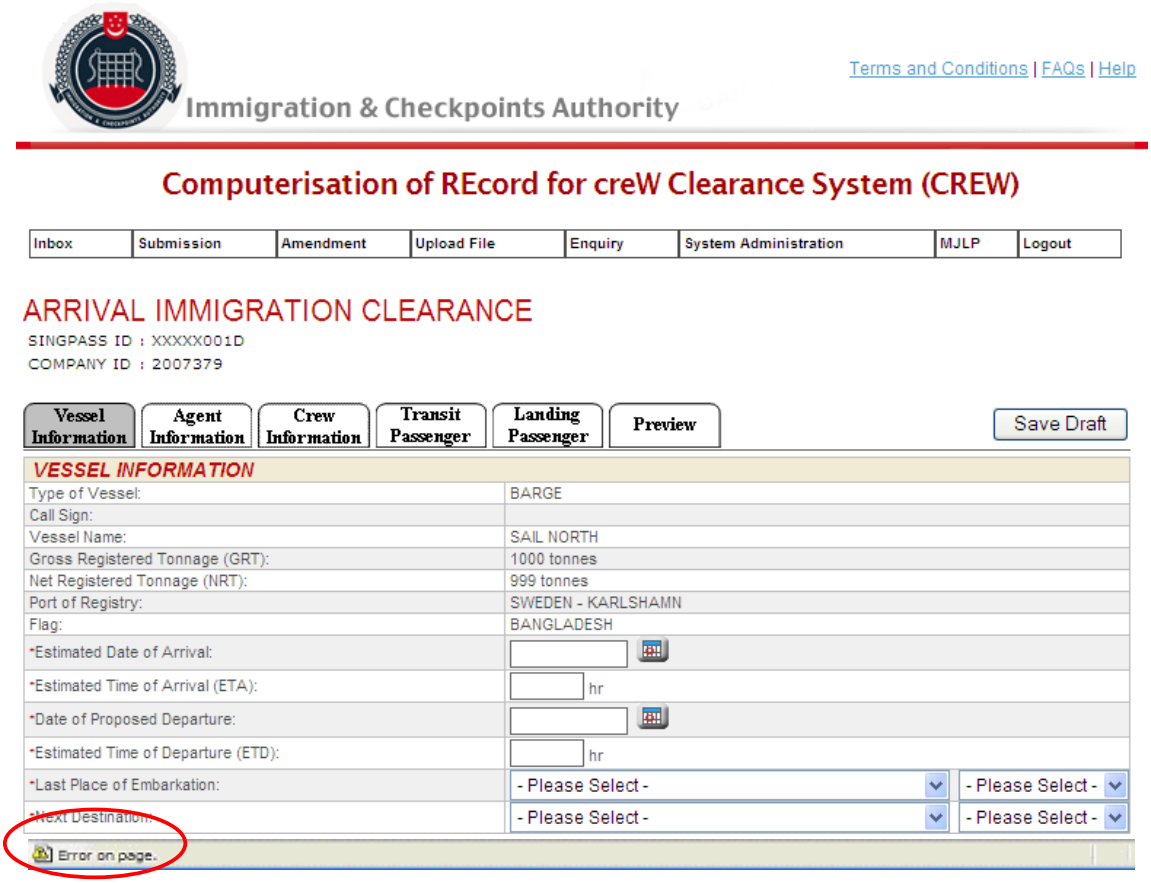
1.3.2 Errors Encountered

Error A: Error on Page



Diagnosis: ActiveX not enabled
Solution : To refer to Step 3(B) in Section 1.3.1

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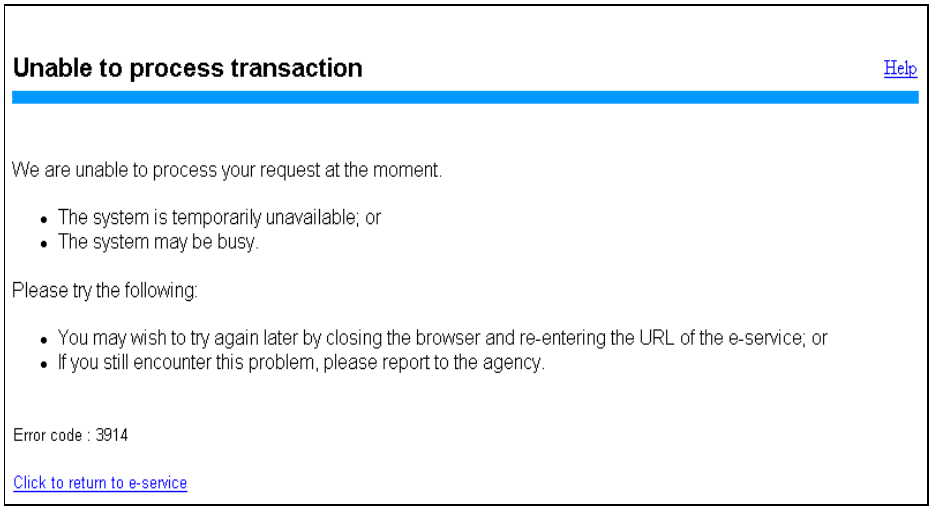
Error B: Unable to process transaction


Unable to process transaction
Help
We are unable to process your request at the moment.
The system is temporarily unavailable; or
The system may be busy.
Please try the following:
You may wish to try again later by closing the browser and re-entering the URL of the e-service; or
If you still encounter this problem, please report to the agency.
Error code : 3914
Click to return to e-service

Diagnosis: PSI and SingPass websites not specified
Solution : To refer to Step 3(C) in Section 1.3.1

Error C:
(a) “Processing in progress. Please wait…” for more than five minutes but nothing happens.
(b) "Your session with SingPass has Timed-out" error message.
(c) Login and Cancel button remain dimmed on the SingPass login page.

Diagnosis: JVM not installed or not correctly installed on PC
Solution : To refer to Step 4 in Section 1.3.1

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1.4 Convention

This manual uses the following conventions:

- '*' next to a field to show that the field is a mandatory field.
- **[BUTTON NAME]** to show it is a button.

The following format is used by the CREW system:

- DD/MM/YYYY as a Date Format
- HHMM (24 hr) as a Time Format

Application Reference Numbers are in the following format

XXYYYYMMDDnnnn

XX = 2 alphabet transaction code
YYYYMMDD = date of submission
nnnn = 4 digit running number

XX are the following:

AA – Arrival Application
AD – Departure Application
SO – Sign On Application
SF – Sign Off Application
TR – Transfer Application
EX – Extension Application
AC – Request Access

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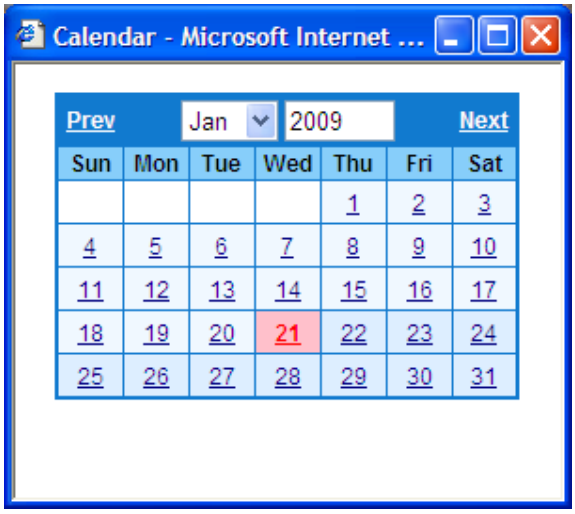
1.5 General Navigation

1.5.1 Calender Pop-ups

In many screens there are pop-up calenders to assist you to select the date.



The current date will be highlighted in RED.

Clicking on the PREV and NEXT link will bring up the previous or next month dates.

To change the year, you must key in the year in the box and hit the enter key to refresh the dates.

To change the month, you can click on the drop down list to select the month that you want, the dates will refresh accordingly.

Click on the day will populate that date to the field in crew.

Alternatively users may key direct into the date field in correct format.

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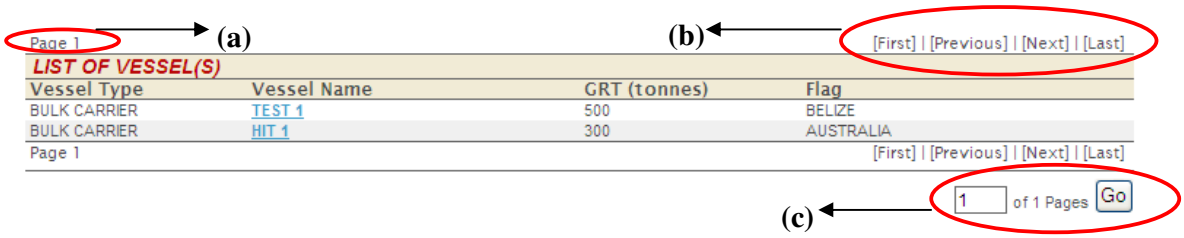
1.5.2 Pagination

In many screens there will be list that may contain more than 20 rows. Currently most of the lists being displayed are limited to 20 rows per page. There are a few ways to navigate through this as illustrated below.



(a) Use of the page numbers by clicking on the page that you want to go directly to.
(b) Use the [First], [Previous], [Next] or [Last] link to proceed to the first, next, previous or last page respectively.
(c) Key in the page in the box and click on **[Go]** to get to that page.

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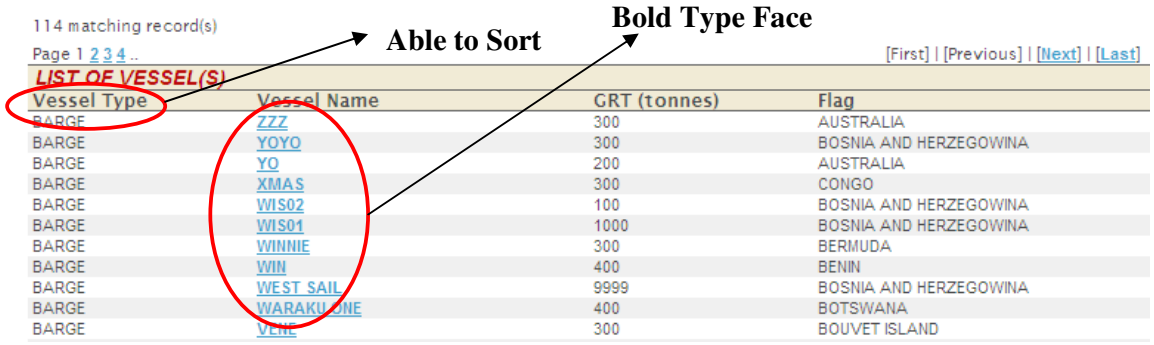
1.5.3 Sorting and Selecting

In order to select the record there will be a 'Bold Type Face' hyperlink on an item in the row. In the example given below it is the "Vessel Name" row, selecting on any of the vessels listed would bring you to the next screen..



114 matching record(s)

Page 1 2 3 4 .. [First] | [Previous] | [Next] | [Last]

LIST OF VESSEL(S)

Vessel Type	Vessel Name	GRT (tonnes)	Flag
BARGE	ZZZ	300	AUSTRALIA
BARGE	YOYO	300	BOSNIA AND HERZEGOWINA
BARGE	YO	200	AUSTRALIA
BARGE	XMAS	300	CONGO
BARGE	WIS02	100	BOSNIA AND HERZEGOWINA
BARGE	WIS01	1000	BOSNIA AND HERZEGOWINA
BARGE	WINNIE	300	BERMUDA
BARGE	WIN	400	BENIN
BARGE	WEST SAIL	9999	BOSNIA AND HERZEGOWINA
BARGE	WARAKU ONE	400	BOTSWANA
BARGE	VENE	300	BOUVET ISLAND

Any item name that is 'Bold' would allow you to sort the row. Click on the item name to sort the row. A 'down arrow' would mean sorted in descending order. An 'up arrow' would mean sorted in ascending order. In the example above the Vessel Type row is sorted in descending order.

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1.5.4 File Extensions

There are 3 different sets for files that are being used for upload via the CREW system.

(A) Attachments to populate data on screen

For this attachment normal excel file format is used (ie .xls format) this is for online submission only. This process aids in the submission if the file is currently in the .xls format.

(B) Attachments for uploading of data (ie for more than 80 crew or transit or landing passengers)

For this attachment there will be a need to save the MS Excel file into a .csv format before sending the file to CREW system for processing.

(C) Attachments of images.

All images must be attached as .jpg format. Images in .bmp format will be rejected.

For photo images the maximum size allowed in 60 KB.
For scan images of documents the maximum size allowed is 200 KB.

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1.5.5 Previous Applications

At the arrival clearance application, a list will be shown if there are previous departure applications. The Shipping Agent will be able to click on the Reference No. and the previous data from the other application will be populated for the user to amend and reuse.

The system will display only the 10 previous applications and the data will be kept for a maximum of 3 years, whichever is shorter.

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2 FUNCTIONS

2.1 Login

This function is to allow the Shipping Agent to gain access to the CREW system.

There will be 4 levels of checks that the system will authenticate on.

(a) SingPass (issued by CPFB)
For more information you can visit the CPFB web site at
http://www.ecitizen.gov.sg/singpass/index.htm
(b) Unique Entity No. (UEN) of the Shipping Companies
(c) ICA grants access rights
(d) Valid Insurance Bond or Banker's Guarantee with ICA

The contact details of the Pre-Clearance ICA Officer's are as follows :

Tel : 6377 5939 / 6377 5940
Fax : 6272 4950

email : ICA_CREW_Administrator@ica.gov.sg

Address :
COASTAL COMMAND
PRE-CLEARANCE SECTION
10 Brani Way
Singapore 098631

Shipping Agents should get their own SingPass and provide the company's UEN before requesting access rights from ICA and submit the valid Insurance Bond or Banker's Guarantee to ICA.

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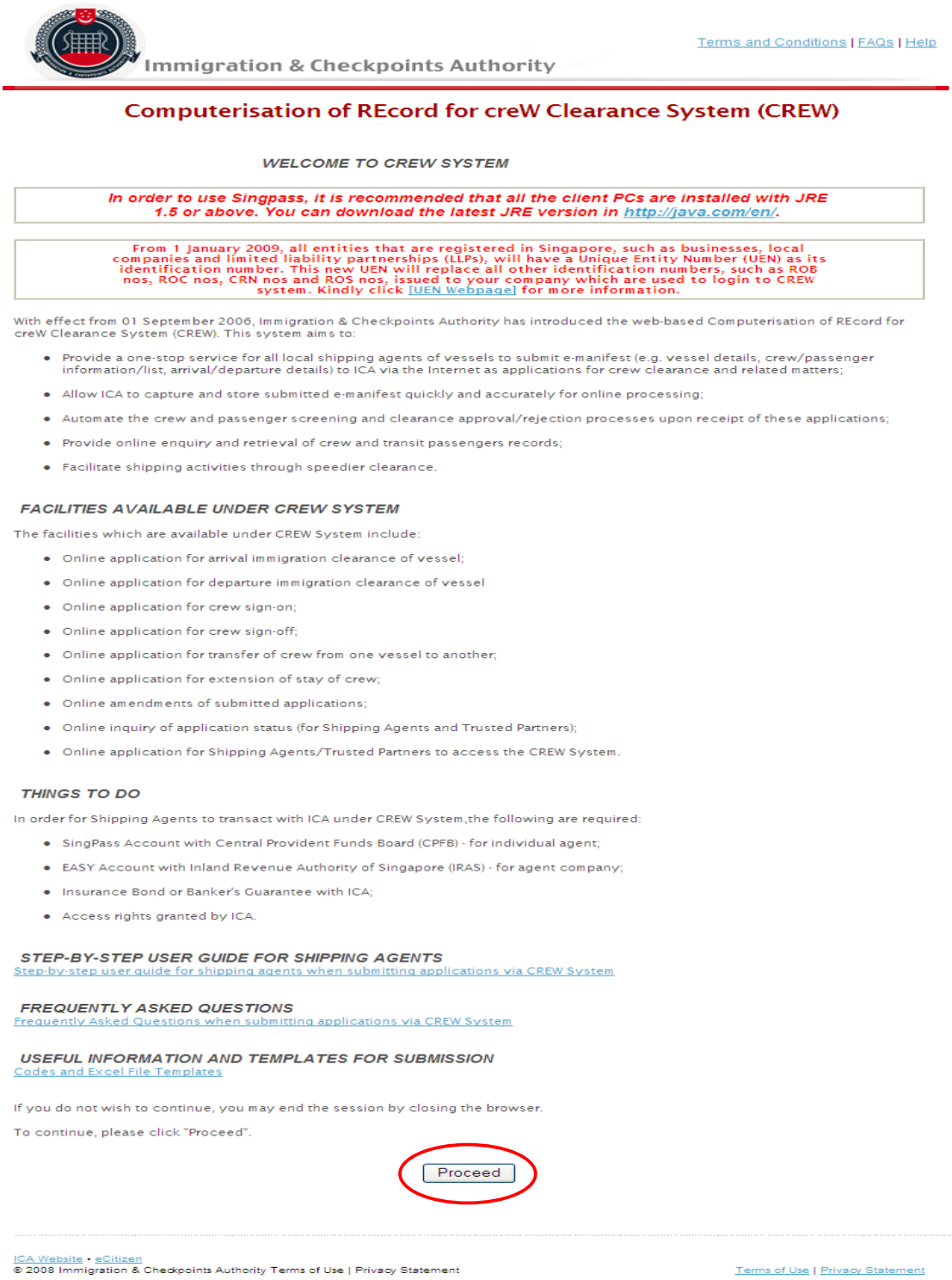
From the CREW URL main page scroll down and click on **[PROCEED]**



Immigration & Checkpoints Authority

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Computerisation of REcord for creW Clearance System (CREW)

WELCOME TO CREW SYSTEM

In order to use Singpass, it is recommended that all the client PCs are installed with JRE 1.5 or above. You can download the latest JRE version in http://java.com/en/.

From 1 January 2009, all entities that are registered in Singapore, such as businesses, local companies and limited liability partnerships (LLPs), will have a Unique Entity Number (UEN) as its identification number. This new UEN will replace all other identification numbers, such as ROB nos, ROC nos, CRN nos and ROS nos, issued to your company which are used to login to CREW system. Kindly click [UEN Webpage] for more information.

With effect from 01 September 2006, Immigration & Checkpoints Authority has introduced the web-based Computerisation of REcord for creW Clearance System (CREW). This system aims to:

- Provide a one-stop service for all local shipping agents of vessels to submit e-manifest (e.g. vessel details, crew/passenger information/list, arrival/departure details) to ICA via the Internet as applications for crew clearance and related matters;
- Allow ICA to capture and store submitted e-manifest quickly and accurately for online processing;
- Automate the crew and passenger screening and clearance approval/rejection processes upon receipt of these applications;
- Provide online enquiry and retrieval of crew and transit passengers records;
- Facilitate shipping activities through speedier clearance.

FACILITIES AVAILABLE UNDER CREW SYSTEM

The facilities which are available under CREW System include:

- Online application for arrival immigration clearance of vessel;
- Online application for departure immigration clearance of vessel
- Online application for crew sign-on;
- Online application for crew sign-off;
- Online application for transfer of crew from one vessel to another;
- Online application for extension of stay of crew;
- Online amendments of submitted applications;
- Online inquiry of application status (for Shipping Agents and Trusted Partners);
- Online application for Shipping Agents/Trusted Partners to access the CREW System.

THINGS TO DO

In order for Shipping Agents to transact with ICA under CREW System,the following are required:

- SingPass Account with Central Provident Funds Board (CPFB) - for individual agent;
- EASY Account with Inland Revenue Authority of Singapore (IRAS) - for agent company;
- Insurance Bond or Banker's Guarantee with ICA;
- Access rights granted by ICA.

STEP-BY-STEP USER GUIDE FOR SHIPPING AGENTS

Step-by-step user guide for shipping agents when submitting applications via CREW System

FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions when submitting applications via CREW System

USEFUL INFORMATION AND TEMPLATES FOR SUBMISSION

Codes and Excel File Templates

If you do not wish to continue, you may end the session by closing the browser.

To continue, please click "Proceed".

Proceed

ICA Website - eCitizen

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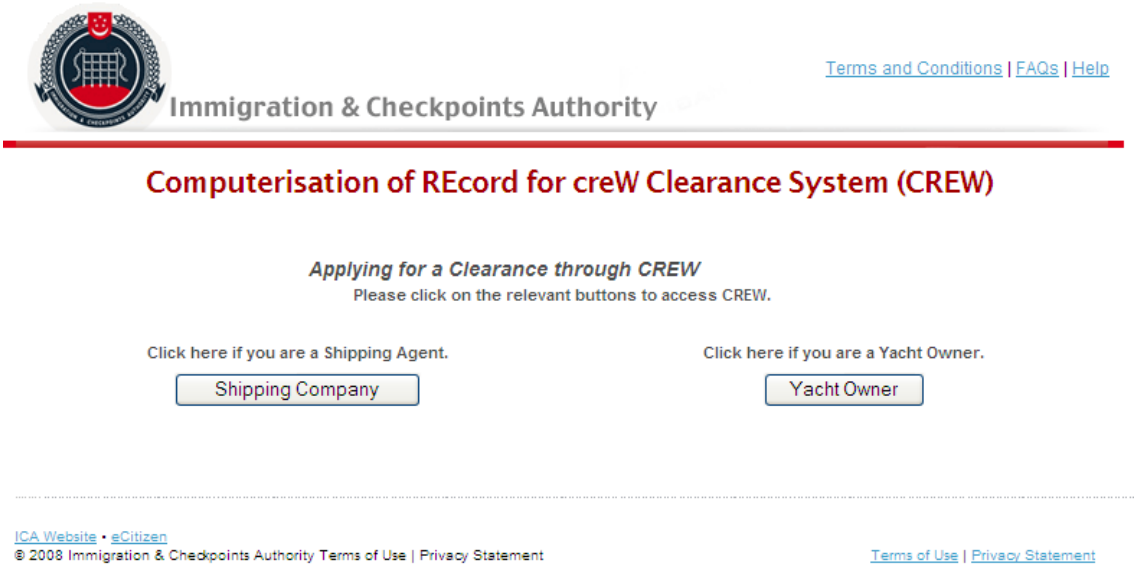
Select **[Shipping Company]** from the 2 choices and you will be redirected to the SingPass login page.


Terms and Conditions | FAQs | Help
Immigration & Checkpoints Authority
Computerisation of REcord for creW Clearance System (CREW)
Applying for a Clearance through CREW
Please click on the relevant buttons to access CREW.
Click here if you are a Shipping Agent.
Shipping Company
Click here if you are a Yacht Owner.
Yacht Owner
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Caution:
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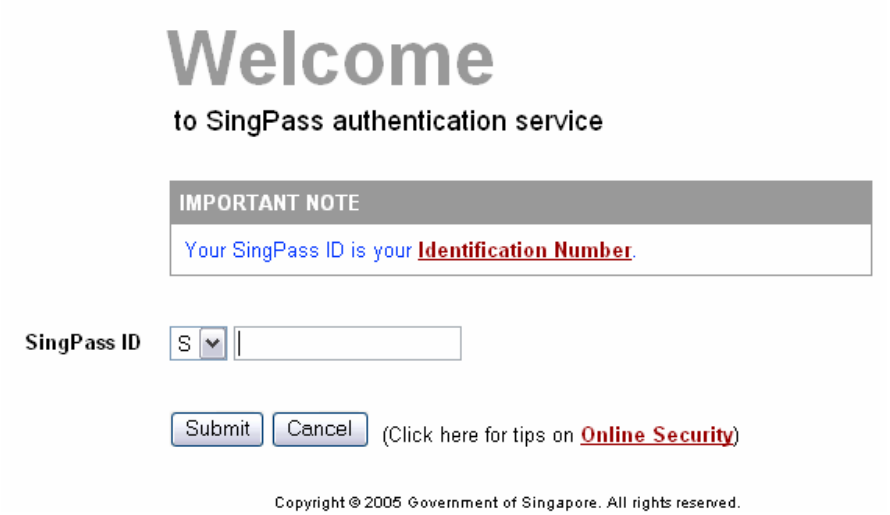
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

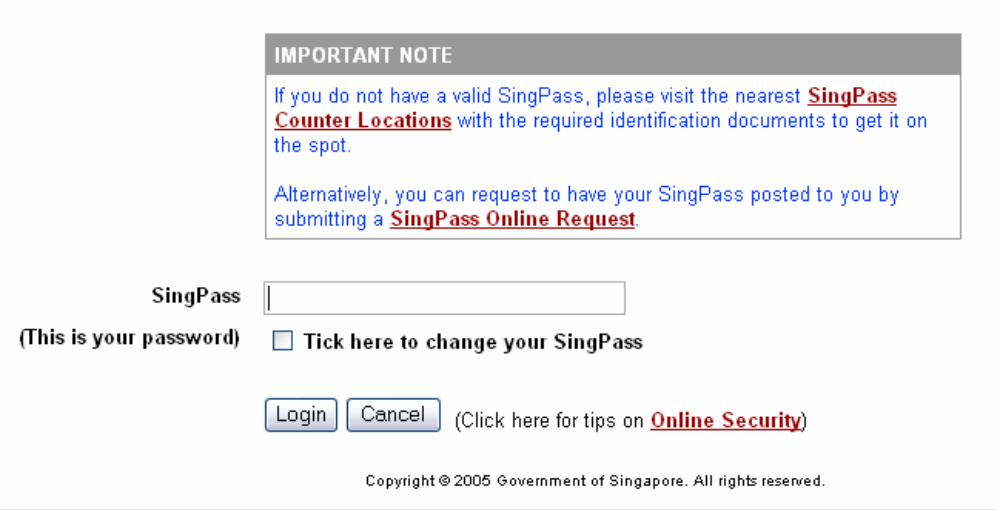
2.1.1 SingPass Login Page

Follow the on screen instruction to key in your SingPass User ID and Password. If you are logging in for the first time you will need to supply the Date of Issue of your NRIC or FIN.



Key in your SingPass User ID and click **[Submit]**

Do take note that the Leading Alphabet is selected from the dropdown list (S, T, F or G) you will then be asked to supply your SingPass password.


IMPORTANT NOTE
If you do not have a valid SingPass, please visit the nearest SingPass Counter Locations with the required identification documents to get it on the spot.
Alternatively, you can request to have your SingPass posted to you by submitting a SingPass Online Request.
SingPass
(This is your password)
Tick here to change your SingPass
Login
Cancel
(Click here for tips on Online Security)
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Key in your SingPass password. And click **[Submit]**

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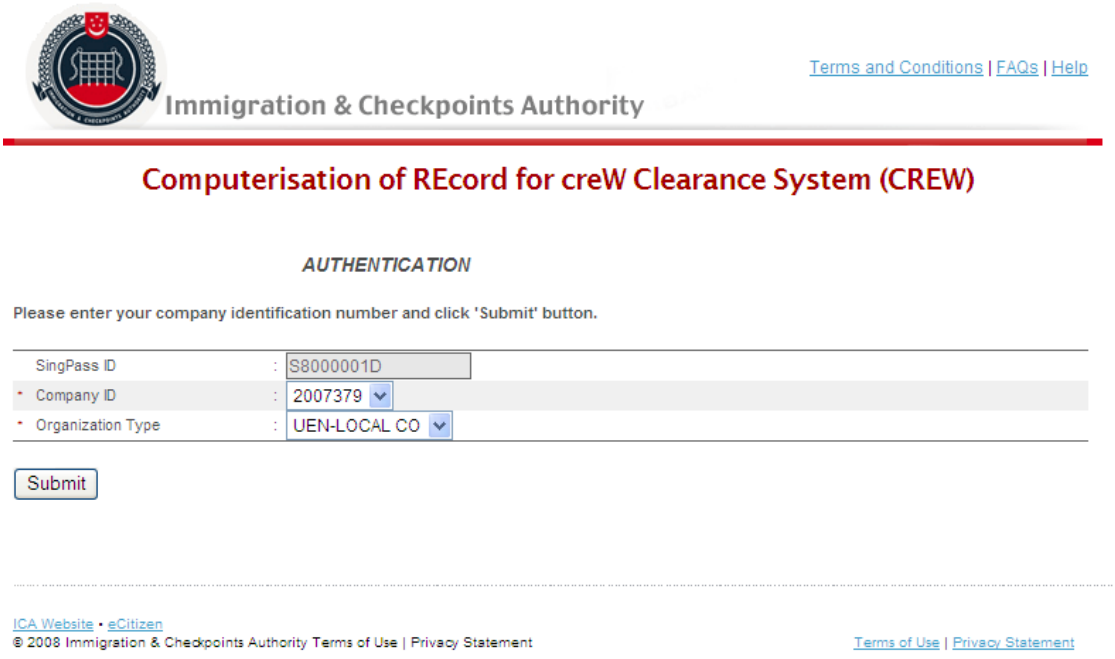
2.1.2 UEN Authentication Page

The UEN Authentication Page will be displayed and the Shipping Agent will need to key in the UEN of their Company and select the Organisation Type from the drop down list.

The different organisation types are:

- UEN – LOCAL CO
- UEN – BUSINESS
- UEN - OTHERS


Terms and Conditions | FAQs | Help
Immigration & Checkpoints Authority
Computerisation of REcord for creW Clearance System (CREW)
AUTHENTICATION
Please enter your company identification number and click 'Submit' button.
SingPass ID : S8000001D
* Company ID : 2007379
* Organization Type : UEN-LOCAL CO
Submit
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Click on **[SUBMIT]**

You will be shown the main page of the CREW system with the corresponding menu items.

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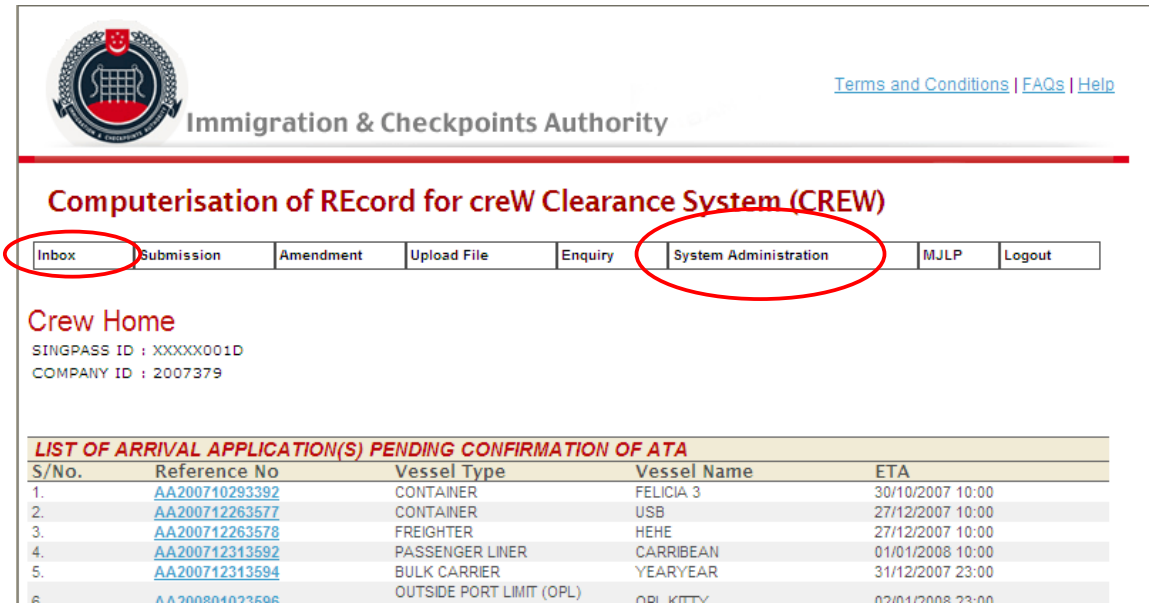

Terms and Conditions | FAQs | Help
Immigration & Checkpoints Authority
Computerisation of REcord for creW Clearance System (CREW)
Inbox
Submission
Amendment
Upload File
Enquiry
System Administration
MJLP
Logout
Crew Home
SINGPASS ID : XXXXX001D
COMPANY ID : 2007379
LIST OF ARRIVAL APPLICATION(S) PENDING CONFIRMATION OF ATA
S/No. Reference No Vessel Type Vessel Name ETA
1. AA200710293392 CONTAINER FELICIA 3 30/10/2007 10:00
2. AA200712263577 CONTAINER USB 27/12/2007 10:00
3. AA200712263578 FREIGHTER HEHE 27/12/2007 10:00
4. AA200712313592 PASSENGER LINER CARRIBEAN 01/01/2008 10:00
5. AA200712313594 BULK CARRIER YEARYEAR 31/12/2007 23:00
OUTSIDE PORT LIMIT (OPL)

If you are given a Trusted Partner role, all menu items will be shown. If you are given a Shipping Agent role, you will not have the *System Administration* menu items.
If there is any Arrival or Departure Application(s) pending for update of Actual Date/Time of Arrival or Departure, system will display the list of Application(s) to alert agents to update.

System will also prompt a message to remind agents to renew insurance 2 months prior to the expiry of insurance bond.

Alternatively, agent can click on Inbox from menu items to view the alert list.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

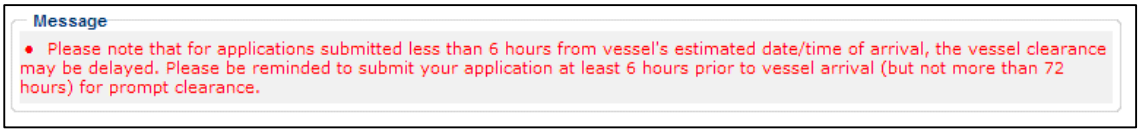
2.2 Submission

2.2.1 Arrival Clearance

The module is to allow the shipping agent to apply online/batch for an "Application for Arrival Clearance".

The shipping agent can only apply arrival application for vessels under his company's charge.

The Shipping Agent is allowed to submit an arrival application for his vessel up to 72 hours in advance of the vessel's estimated time of arrival. A warning message will be displayed if the submission is less than 6 hours of the estimated time of arrival of the vessel.

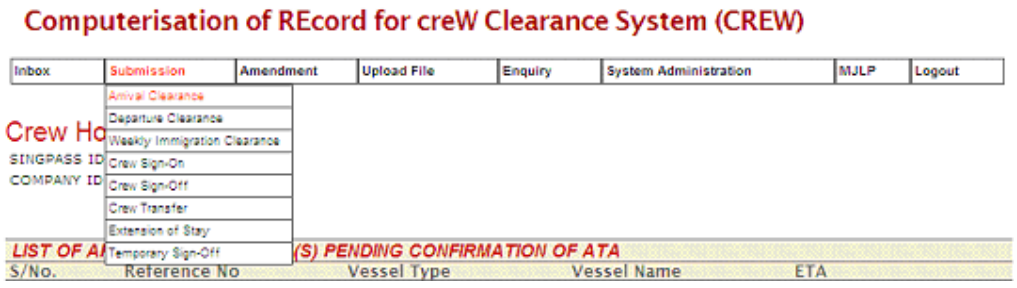

Message
• Please note that for applications submitted less than 6 hours from vessel's estimated date/time of arrival, the vessel clearance may be delayed. Please be reminded to submit your application at least 6 hours prior to vessel arrival (but not more than 72 hours) for prompt clearance.

Each arrival submission must have a departure submission before a subsequent arrival submission is allowed. (i.e. you cannot submit 2 arrival applications at once)

Ferry Operator is not allowed to submit arrival application for his ferry at this instance using the CREW system.

The system will keep the last 10 departure applications that the Agent had submitted up to a maximum of 3 years.

The Arrival Clearance module is found by moving the mouse over the *Submission* menu item and click on **[Arrival Clearance]**



Select the Vessel Type, which is a compulsory field from the drop down. If the vessel name is known, key in the vessel name in the Vessel Name field and click **[Search]**.

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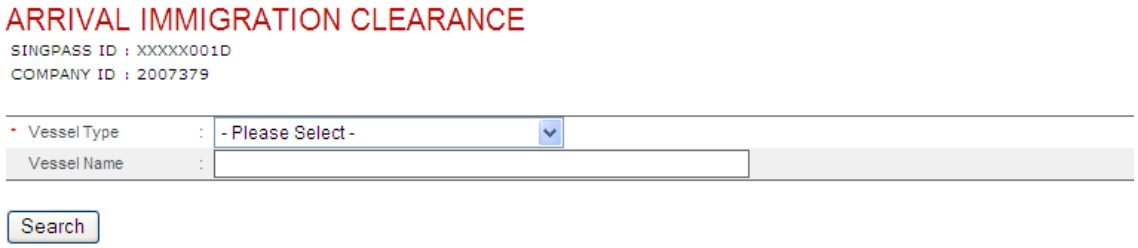
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



If only a partial name of the vessel is known then key in the partial name and the system will retrieve all vessels starting with that vessel name and vessel type.

E.g. Vessel Type is 'BARGE' & Vessel Name keyed in is 'STAR'

System will retrieve all BARGE vessel types and vessel names starting with "STAR" under that company:

STAR BRIGHT
STARRY SKY
STAR OF CAPRICORN

System will NOT retrieve the following:
HMS STAR BRIGHT
MORNING STAR
THE STAR OF THE SEA

If vessel name is not known you can leave it blank and the system will retrieve all vessels from the vessel type that you selected.

The search result will retrieve the list of vessels that correspond to the search criteria you submitted.

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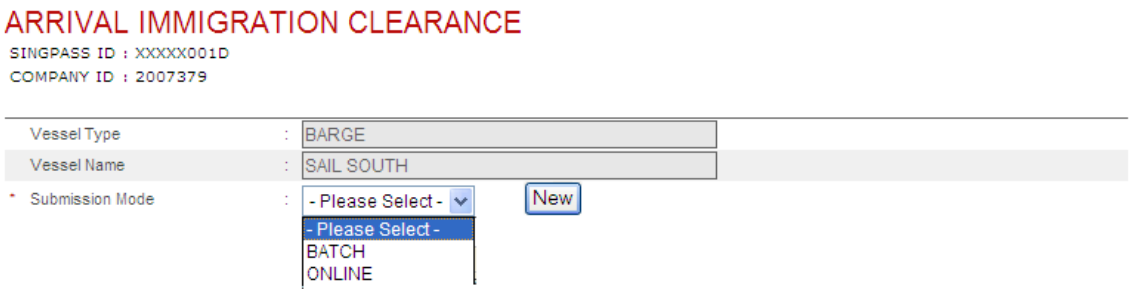
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

ARRIVAL IMMIGRATION CLEARANCE
SINGPASS ID : XXXXX001D
COMPANY ID : 2007379
* Vessel Type : BARGE
Vessel Name : SAIL SOUTH
Search
1 matching record(s)
Page 1 [First] | [Previous] | [Next] | [Last]
LIST OF VESSEL(S)
Vessel Type Vessel Name GRT (tonnes) Flag
BARGE SAIL SOUTH 1000 SINGAPORE
Page 1 [First] | [Previous] | [Next] | [Last]
1 of 1 Pages Go

Select the vessel you want by clicking on the Vessel's *Name* in the list. You will be shown the next screen to select the submission mode.



Select the *Submission Mode* from the drop down list and click on **[New]** to create a new arrival application.

The 2 submission modes are Batch and Online.

Batch Mode:- is used when Shipping Agent intends to submit any application which has more than either 80 crew or 80 transit passengers or 80 landing passengers. (See examples below)

Online Mode:- is used when Shipping Agent intends to submit any application with less than 80 crew or 80 transit passenger or 80 landing passengers on board the vessel.

For example: If vessel has 70 crew, 65 transit and 75 landing – use Online
If vessel has 10 crew, 0 transit and 0 landing – use Online
If vessel has 90 crew, 0 transit and 0 landing – use Batch
If vessel has 20 crew, 0 transit and 100 landing – use Batch
If vessel has 5 crew, 85 transit and 20 landing – use Batch

The next part of the guide will deal with the Online and Batch submissions.

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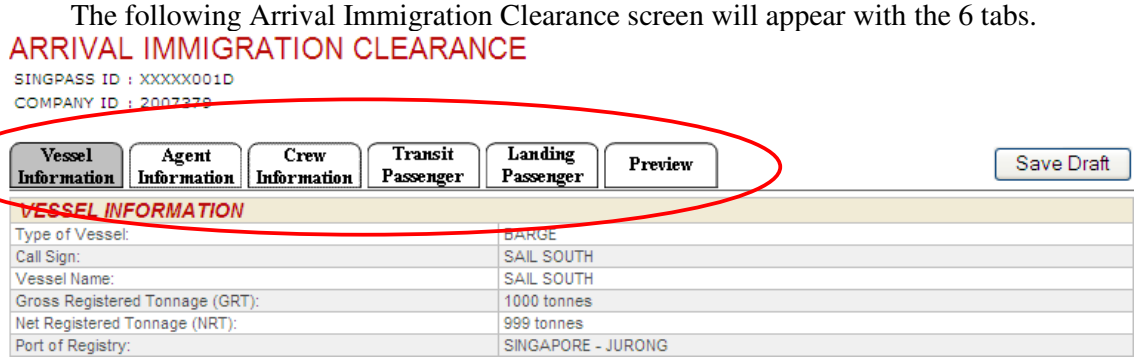
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.2.1.1 Arrival Clearance – Online Mode

The following Arrival Immigration Clearance screen will appear with the 6 tabs.



Vessel Information Tab – This displays the vessel's information, application's information and stowaway/survivor/refugee's information.

Agent Information Tab – This displays the agent's information.

Crew Information Tab – This displays the vessel's crew details. You would be able to key in up to 80 crew (including master) details. (20 crew per page)

Transit Passenger Tab – This displays the vessel's transit passenger details. You would be able to key in up to 80 transit passenger details. (20 transit passengers per page)

Landing Passenger Tab – This displays the vessel's landing passenger details. You would be able to key in up to 80 landing passenger details. (20 landing passengers per page)

Preview Tab – This displays the preview of the information that was entered, the declaration statement and submission button.

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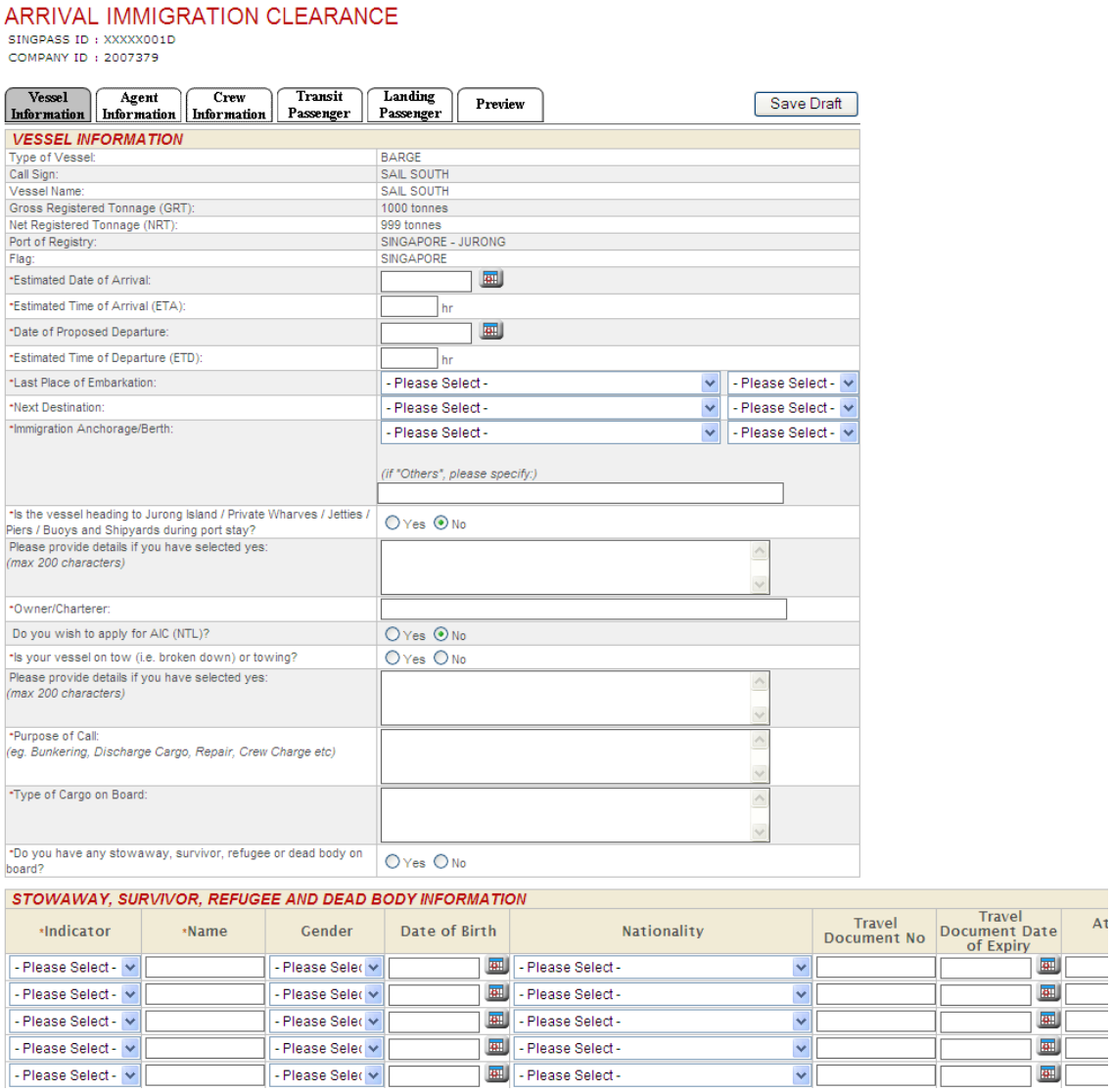
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

Vessel Information Tab


ARRIVAL IMMIGRATION CLEARANCE
SINGPASS ID : XXXXX001D
COMPANY ID : 2007379
Vessel Information
Agent Information
Crew Information
Transit Passenger
Landing Passenger
Preview
Save Draft
VESSEL INFORMATION
Type of Vessel: BARGE
Call Sign: SAIL SOUTH
Vessel Name: SAIL SOUTH
Gross Registered Tonnage (GRT): 1000 tonnes
Net Registered Tonnage (NRT): 999 tonnes
Port of Registry: SINGAPORE - JURONG
Flag: SINGAPORE
*Estimated Date of Arrival:
*Estimated Time of Arrival (ETA):
*Date of Proposed Departure:
*Estimated Time of Departure (ETD):
*Last Place of Embarkation:
*Next Destination:
*Immigration Anchorage/Berth:
(if "Others", please specify:)
*Is the vessel heading to Jurong Island / Private Wharves / Jetties / Piers / Buoys and Shipyards during port stay?
Please provide details if you have selected yes: (max 200 characters)
*Owner/Charterer:
Do you wish to apply for AIC (NTL)?
*Is your vessel on tow (i.e. broken down) or towing?
Please provide details if you have selected yes: (max 200 characters)
*Purpose of Call: (eg. Bunkering, Discharge Cargo, Repair, Crew Charge etc)
*Type of Cargo on Board:
*Do you have any stowaway, survivor, refugee or dead body on board?
STOWAWAY, SURVIVOR, REFUGEE AND DEAD BODY INFORMATION
*Indicator
*Name
Gender
Date of Birth
Nationality
Travel Document No
Travel Document Date of Expiry

Scroll to the right for more details to key in for Stowaway, Survivor or Refugee.

All mandatory details as indicated by the asterix in the vessel information tab must be filled in, scroll down or to your right where applicable to fill in the necessary details.

Details that need to be keyed in include:

Estimated Date of Arrival	Use the pop up calender or key in the date in dd/mm/yyyy format.
Estimated Time of Arrival	To key in the time in 24 Hr format

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Date of Proposed Departure	Use the pop up calender or key in the date in dd/mm/yyyy format.
Estimated Time of Departure	To key in the time in 24 Hr format.
Last Place of Embarkation & Port	Select from the dropdown list for BOTH Place & Port.
Next Destination & Port	Select from the dropdown list for BOTH Place & Port.
Immigration Anchorage/Berth	Select from the dropdown list for BOTH Anchorage & Berth. If 'Others' is selected details need to be filled in the field provided.
Is the vessel heading to Jurong Island / Private Wharves / Jetties / Piers / Buoys and Shipyards during port stay?	Select Yes/No If 'Yes' is selected details need to be filled in the field provided.
Owner/Charterer	Key in the owner or charterer details in the field provided.
Do you wish to apply for AIC (NTL)	Select Yes/No
Is your vessel on tow or towing?	Select Yes/No If 'Yes' is selected details need to be filled in the field provided.
Purpose of Call	State the purpose of call in the field provided
Type of Cargo on Board	Declare the cargo that the vessel is carrying.
Do you have any Stowaway, Survivor or Refugee on board	Select Yes/No If 'Yes' is selected then as much of the details of the person must be key in :- - Indicator - Name - Gender - Date of Birth - Nationality - Travel Document No. - Travel Document Date of Expiry - Attachment (scan attachment) You are allowed to key in up to 5 Stowaway, Survivor or Refugee.

Agent Information Tab

Click on the Agent Information Tab.

Caution:
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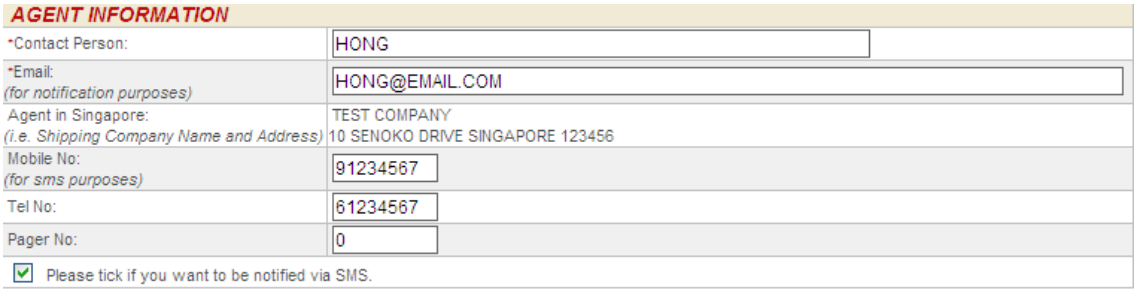
The agent who logged into the system will have their details populated. If the agent needs to change any of the details for this application he can do so here. He will be able to enter another agent's Name, Contact Number (Mobile, Telephone, and Pager) and Email Address. The shipping company's name and address cannot be changed. This agent will be the one to be informed of the outcome of the application. Shipping Agent is to inform ICA of any change to address.

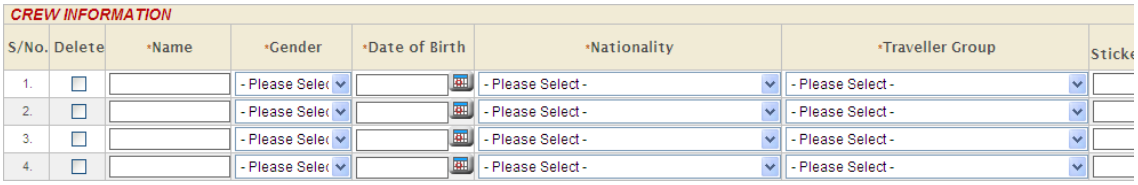
At the end of list is an indicator for the agent to indicate if they wish to be notified by SMS. Default value is the box will be checked (i.e. 'Yes'). If you do not wish to be notified by SMS, then uncheck the box.



Crew Information Tab

Click on the Crew Information Tab.

The agent will key in the crew details. If need to, agent can enter the Master details here.



Details that need to be keyed in include:

Name	The name of the crew (including master)
Gender	Select from the dropdown list Male or Female.
Date of Birth	Use the pop up calender or key in the date in dd/mm/yyyy format.
Nationality	Select from the dropdown list the crew's nationality.
Traveller Group	Select from the dropdown list the group that the crew belongs to. The groupings are :.

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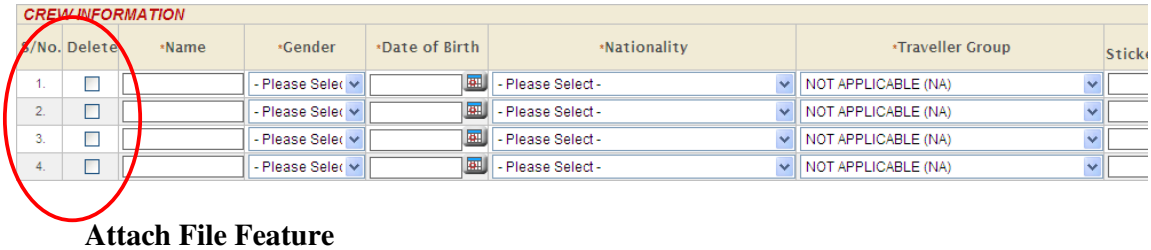
	1) *Singapore Citizen* - (SC) 2) *Singapore Permanent Resident* – (SPR) *3) Multiple Journey Landing Pass Holder* – MJLP Holder 4) *Employment Pass Holder* – EMP Holder 5) *Work Permit Pass Holder* – WP Holder 6) *Student Pass Holder* – STP Holder 7) *Not Applicable* – Foreigner without any FIN or MJLP
MJLP Sticker / UIN / FIN	Key in the NRIC if SC/SPR, FIN if Long Term Pass Holder or MJLP Sticker Number if MJLP Holder. Leave blank if crew is a foreigner.
Pass Expiry	Use the pop up calender or key in the date in dd/mm/yyyy format for the FIN or MJLP expiry date.
Travel Document No.	Key in the crew's travel document number. Either the passport number or seamen book number. If no number key in "SEAMEN"
Travel Document Date of Expiry	Use the pop up calender or key in the date in dd/mm/yyyy format of the Passport. If it is a seamen book key in. If no date key in "31/12/9999"
Duties on Board	Key in the crew's duties on board.

You are allowed to key up to 20 crew (including master) details on each page. Scroll down and click on the **[Next]** link and you will be able to fill in the next 20 crew details, up to a maximum of 80 crew details. If you check on the delete box then that crew will be deleted from the list.



Attach File Feature

"Attach File" feature is intended to allow you to populate your crew (including master)/passenger data from a MS Excel file template to CREW system. Shipping

Caution:
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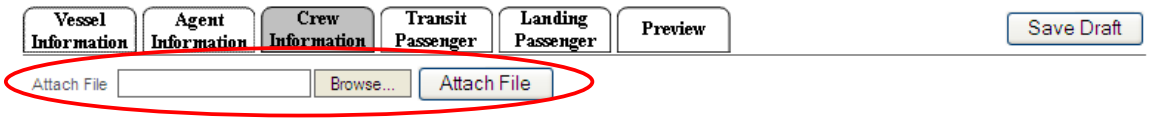
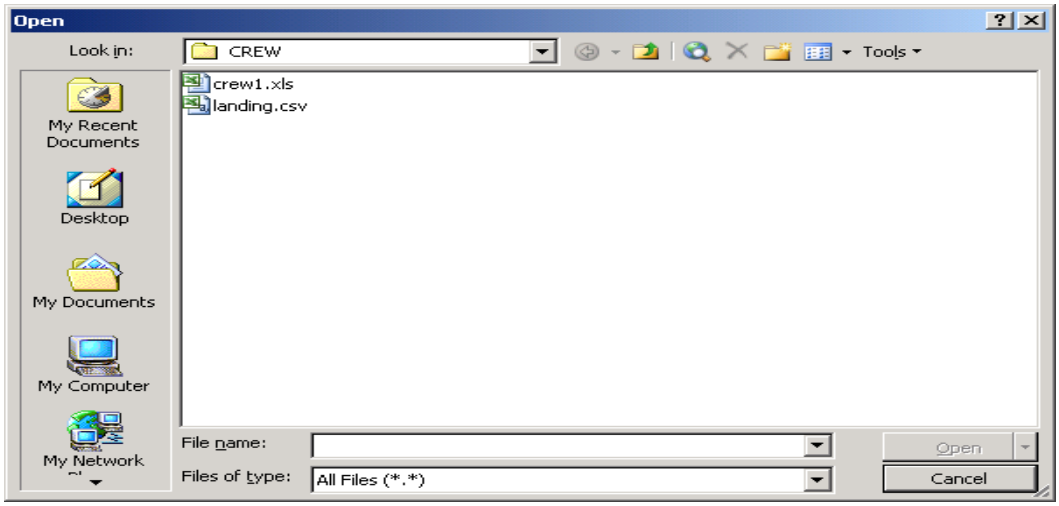
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

Agent is to key the details on the data required in an MS Excel file template given by ICA. Use the **[Browse]** button to locate the MS Excel file, which you saved in your PC drive/disk. The pop up window as shown in the next page will appear to assist you to locate the file you saved. After you have selected the file, click **[Open]**

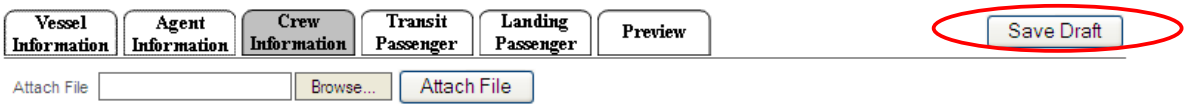


Once the file name has been populated to the Attach File box, click on **[Attach File]** to begin. This feature will read from the MS Excel file and populate the records onto the screen. Only the first 80 records will be populated.



Save Draft Feature

A "Save Draft" feature is also provided to allow the Shipping Agent to save any uncompleted applications. This Save Draft feature is only available in the Arrival Application submission.



When you click on the **[Save Draft]** button, your application will be saved and a reference will be displayed for you to retrieve the record at a later stage. The save draft reference will be in the format:

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XXYYYYMMDDnnnnn

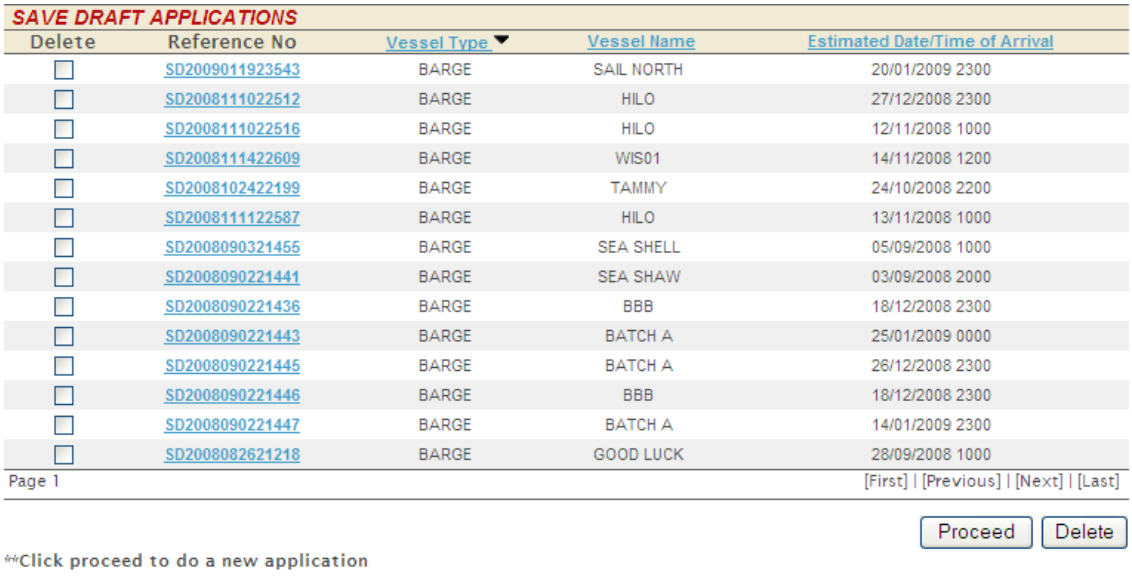
where

XX = SD
YYYYMMDD = date of save draft
nnnnn= a 5 digit running number.

ARRIVAL IMMIGRATION CLEARANCE
SINGPASS ID : XXXXX540A
COMPANY ID : A1003A
Message
Application has been saved successfully. Your Saved Reference Number is SD2009021623951.

Each company is allowed up to 50 save drafts, after which the Agent will not be allowed to do any more save drafts until they have completed and submitted an Arrival Application.

Upon accessing the system again the list of save drafts will be shown to the shipping agent to prompt them if they wish to complete/submit any of the drafts.



If they wish to continue with a previous application they can click on the Reference No and click on **[Proceed]** to continue with the completion of the application.

If some of the applications are not required, select the delete box and click on **[Delete]** to remove the application from the Save Draft menu.

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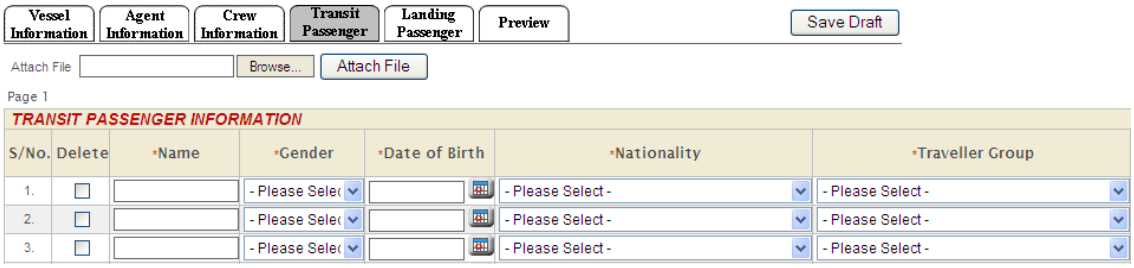
Transit Passenger Tab

Click on the Transit Passenger Tab.

This is very similar to the Crew Information Tab, the agent will key in the transit passenger details if any. The Attach File and Save Draft feature will be available in this screen as well. You are allowed to key in up to 80 transit passengers. Similar to crew details, they are in pages of 20 each.



Details that need to be keyed in include:

Name	The name of the transit passenger.
Gender	Select from the dropdown list Male or Female.
Date of Birth	Use the pop up calender or key in the date in dd/mm/yyyy format.
Nationality	Select from the dropdown list the transit passenger nationality.
Traveller Group	Select from the dropdown list the group that the transit passenger belongs to. The groupings are :. 1) *Singapore Citizen* - (SC) 2) *Singapore Permanent Resident* – (SPR) *3) Multiple Journey Landing Pass Holder* – MJLP Holder 4) *Employment Pass Holder* – EMP Holder 5) *Work Permit Pass Holder* – WP Holder 6) *Student Pass Holder* – STP Holder 7) *Not Applicable* – Foreigner without any FIN or MJLP
UIN / FIN	Key in the NRIC if SC/SPR, FIN if Long Term Pass holder. Blank if foreigner.
Pass Expiry	Use the pop up calender or key in the date in dd/mm/yyyy format for the FIN expiry date.
Travel Document No.	Key in the transit passenger's travel document number. This is the passport number.
Travel Document Date of Expiry	Use the pop up calender or key in the date in

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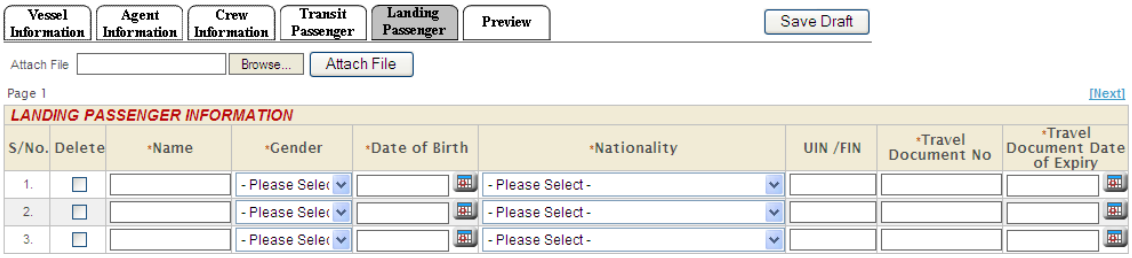
	dd/mm/yyyy format of the Passport expiry.

Landing Passenger Tab

Click on the Landing Passenger Tab.

This is very similar to the Crew Information Tab, the agent will key in the landing passenger details if any. The Attach File and Save Draft feature will be available in this screen as well. You are allowed to key in up to 80 landing passengers. Similar to crew details, they are in pages of 20 each.



Details that need to be keyed in include:

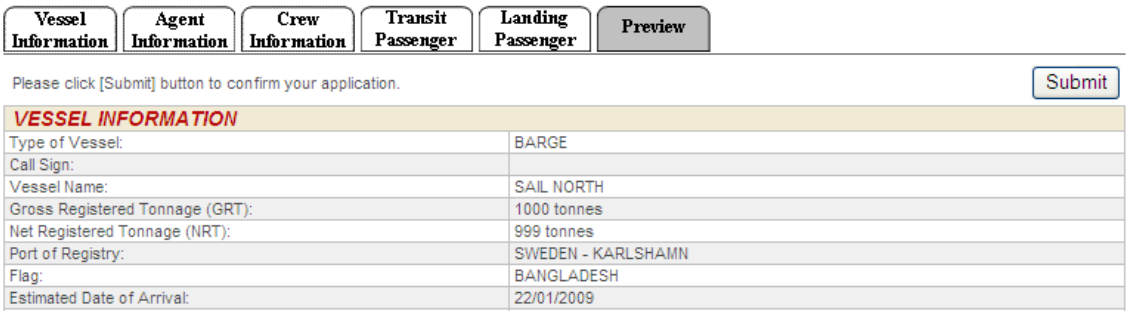
Name	The name of the landing passenger.
Gender	Select from the dropdown list Male or Female.
Date of Birth	Use the pop up calender or key in the date in dd/mm/yyyy format.
Nationality	Select from the dropdown list the landing passenger's nationality.
UIN / FIN	Key in the NRIC if SC/SPR, FIN if Long Term Pass holder. Leave blank if the landing passenger is a foreigner.
Travel Document No.	Key in the landing passenger's travel document number. This is the passport number.
Travel Document Date of Expiry	Use the pop up calender or key in the date in dd/mm/yyyy format of the Passport expiry.

Preview Tab

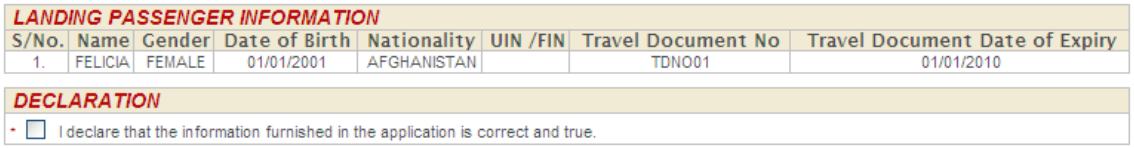
Click on the Preview Tab.

The tab allows you to have a preview of the information that you have entered in all the previous tabs.

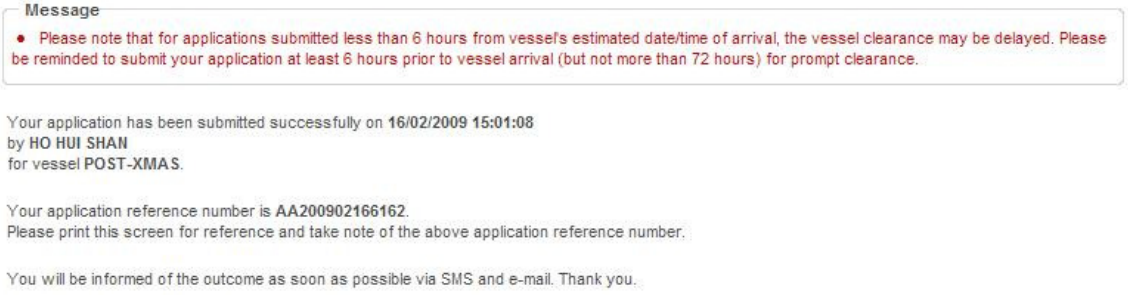
Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



If there are any changes you can click on the respective tabs and make corrections before coming back to the preview tab to view your details again. Once you are satisfied that all information is correct, scroll down to the bottom of the page, read and check the declaration box if you agree and submit the application by clicking on the **[Submit]** button.


LANDING PASSENGER INFORMATION
S/No. Name Gender Date of Birth Nationality UIN /FIN Travel Document No Travel Document Date of Expiry
1. FELICIA FEMALE 01/01/2001 AFGHANISTAN TDNO01 01/01/2010
DECLARATION
I declare that the information furnished in the application is correct and true.

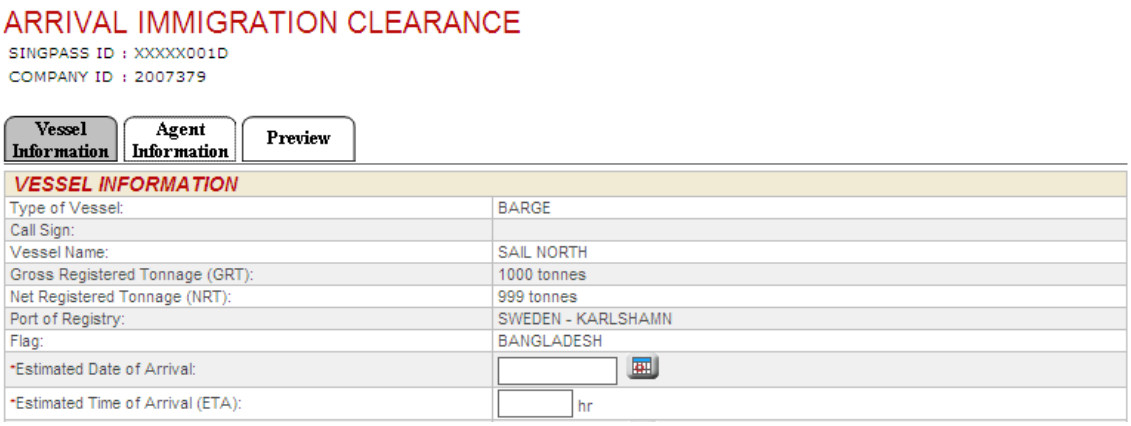
If the application is submitted successfully, a confirmation page will be displayed with the Arrival Application Reference listed. You can print this page for future reference. If you submit your application less than 6 hrs from the vessel's estimated date/time of arrival, a message will appear to inform you that you have submitted a late application.


Message
Please note that for applications submitted less than 6 hours from vessel's estimated date/time of arrival, the vessel clearance may be delayed. Please be reminded to submit your application at least 6 hours prior to vessel arrival (but not more than 72 hours) for prompt clearance.
Your application has been submitted successfully on 16/02/2009 15:01:08
by HO HUI SHAN
for vessel POST-XMAS.
Your application reference number is AA200902166162.
Please print this screen for reference and take note of the above application reference number.
You will be informed of the outcome as soon as possible via SMS and e-mail. Thank you.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.2.1.2 Arrival Clearance – Batch Mode

The following Arrival Immigration Clearance screen will appear with 3 tabs.



Vessel Information Tab – This displays the vessel information, application information, and stowaway/survivor/refugee information.

Agent Information Tab – This displays the agent's information.

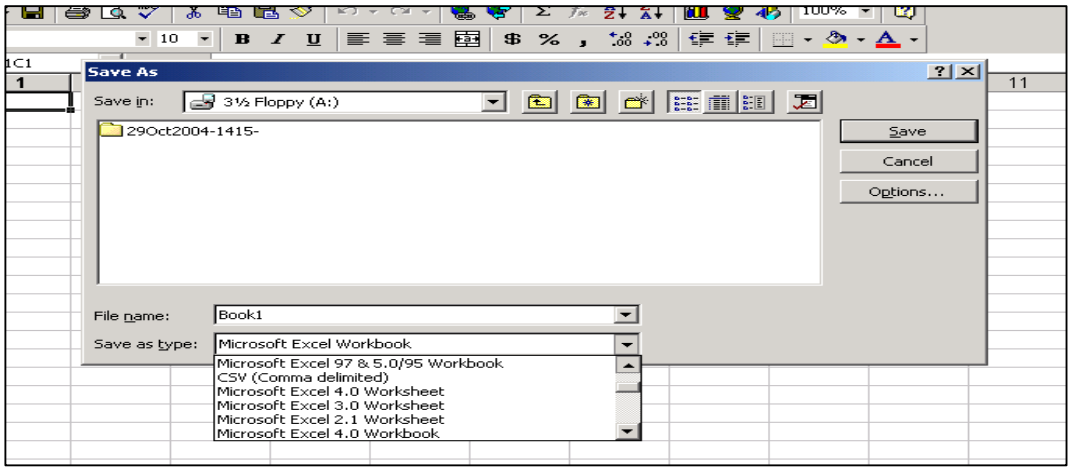
Preview Tab – This displays a preview of the information that was entered, the declaration statement, file attachment and submission button.

Both Vessel Information and Agent Tab is the same as the online mode, you will need to fill in the details as per online mode. At the preview tab you will be able to preview the information that you have keyed in and when you scroll down you must attach the Crew, Transit & Passenger list using the MS Excel template format that is given by ICA.

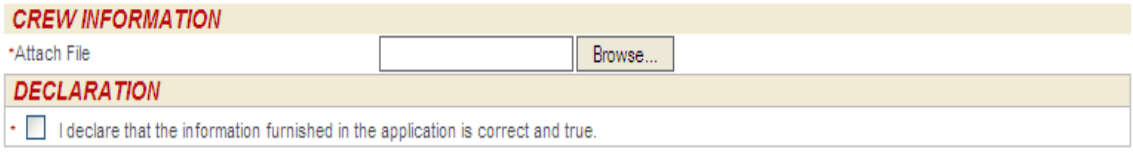
For batch mode submission, all files send to CREW system must be ".csv" format.

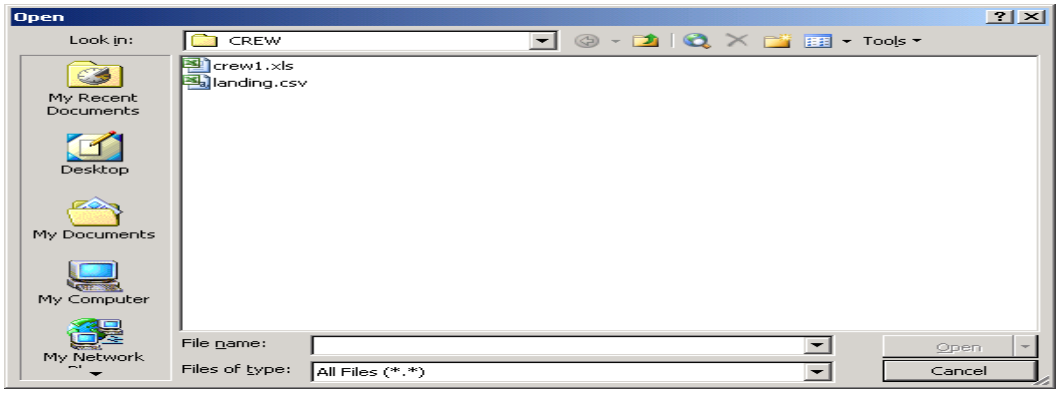
To save the information (e.g. crew, transit and landing passengers) from excel format to a ".csv" format, select [File] → [Save As] from the *Save as type* dropdown list select either CSV (Comma delimited) or CSV (MS-DOS). Click on [Save] to save the file. The above may differ depending on your version of MS Excel.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



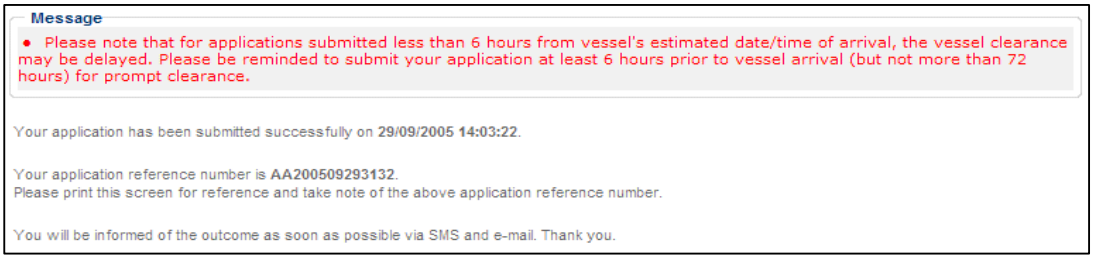
From within the CREW system, click **[Browse]** and locate the ".csv" file you have saved. Once the file name appears in the Attach File box, you can check the declaration and submit the application by clicking **[Submit]**.





Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

If the application is submitted successfully, a confirmation page will be displayed with the Arrival Application Reference listed. You can print this page for future reference.


Message
• Please note that for applications submitted less than 6 hours from vessel's estimated date/time of arrival, the vessel clearance may be delayed. Please be reminded to submit your application at least 6 hours prior to vessel arrival (but not more than 72 hours) for prompt clearance.
Your application has been submitted successfully on 29/09/2005 14:03:22.
Your application reference number is AA200509293132.
Please print this screen for reference and take note of the above application reference number.
You will be informed of the outcome as soon as possible via SMS and e-mail. Thank you.

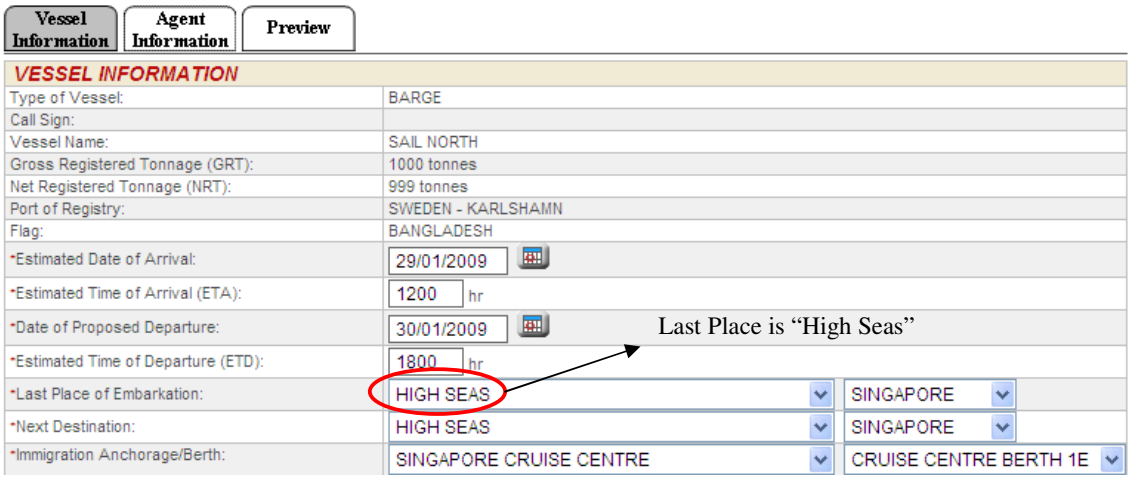
For batch submission the file will be processed at the backend and if there are any errors in the ".csv" file, the file will be rejected, you will be informed via email and you will need to correct the errors and resubmit the batch file via the **Upload File** module in CREW system.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.2.1.3 Arrival Clearance – Cruise to Nowhere

For Applications where it is for a passenger liner coming from High-Seas Singapore, there will be a facility for you to enter the vessel's previous departure record (via vessel's Departure Application Reference Number) and that will allow the application to use the departure details as the arrival record for the vessel.

At the Arrival Application screen for passenger liners you would need to declare the previous departure application reference number if the last place of embarkation is "High Seas".


Vessel Information
Agent Information
Preview
VESSEL INFORMATION
Type of Vessel: BARGE
Call Sign:
Vessel Name: SAIL NORTH
Gross Registered Tonnage (GRT): 1000 tonnes
Net Registered Tonnage (NRT): 999 tonnes
Port of Registry: SWEDEN - KARLSHAMN
Flag: BANGLADESH
*Estimated Date of Arrival: 29/01/2009
*Estimated Time of Arrival (ETA): 1200 hr
*Date of Proposed Departure: 30/01/2009
*Estimated Time of Departure (ETD): 1800 hr
*Last Place of Embarkation: HIGH SEAS SINGAPORE
*Next Destination: HIGH SEAS SINGAPORE
*Immigration Anchorage/Berth: SINGAPORE CRUISE CENTRE CRUISE CENTRE BERTH 1E
Last Place is "High Seas"

2.2.2 Departure Clearance

Every vessel that arrives must have a corresponding departure record. This module allows the shipping agent to submit a departure application for the vessel. Once the departure application is submitted, you will not be able to submit other immigration facilities.

You are allowed to submit the departure application within 72 hrs of the vessel's estimated time of departure. If the application is submitted less than 6 hrs of the vessel's estimated time of departure, a warning message will be displayed.

The vessel must be in port before you can submit the departure application (i.e. the actual date and time of arrival has been submitted.) There must also not be any pending immigration facilities such as sign-on, sign-off etc.

The Departure Clearance module is found by moving the mouse over the *Submission* menu item and click on **[Departure Clearance]**

Caution:
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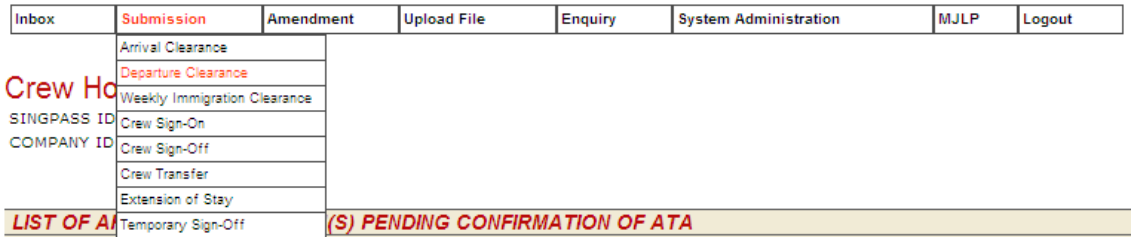
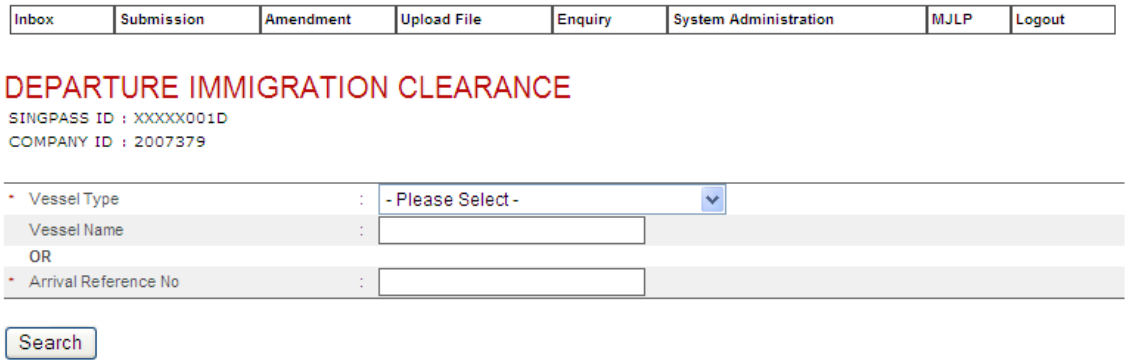
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



Make your Search preference either using the *Arrival Reference Number* or *by Vessel Type/Name*, then Click **[Search]**. If you use the Reference Number then you will be shown the submission mode screen. If you select the vessel type/name (partial name search can be used), a list of the known vessels would be listed for you to select the correct vessel you want to submit departure application for. The list can be sorted by 'Vessel Name'. The result of the search would be shown on the same page as shown below:



Enter your search criteria.

Caution:
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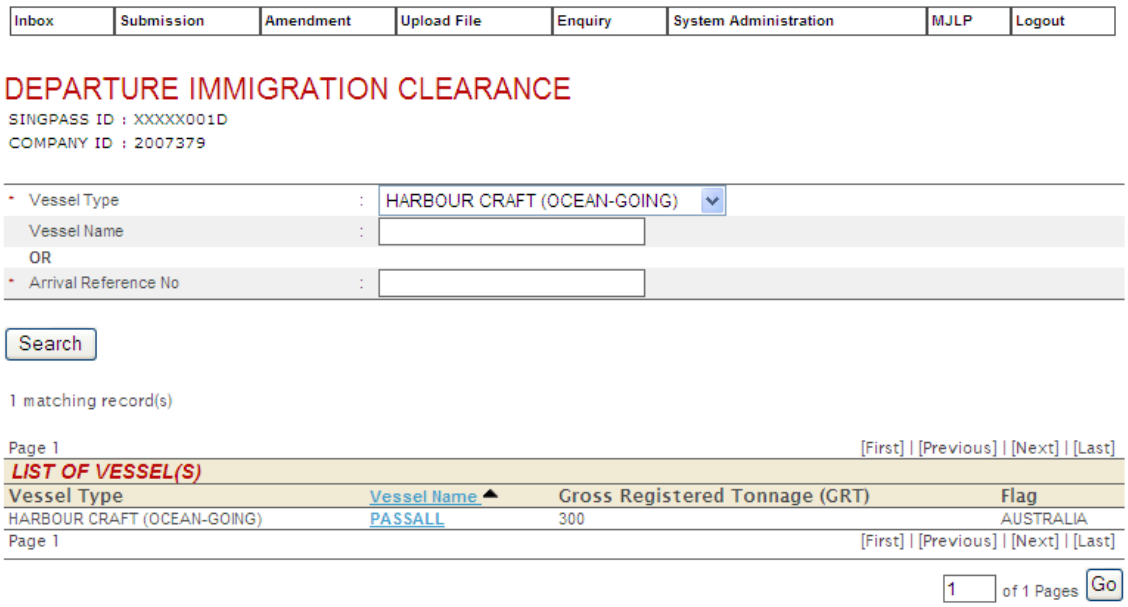
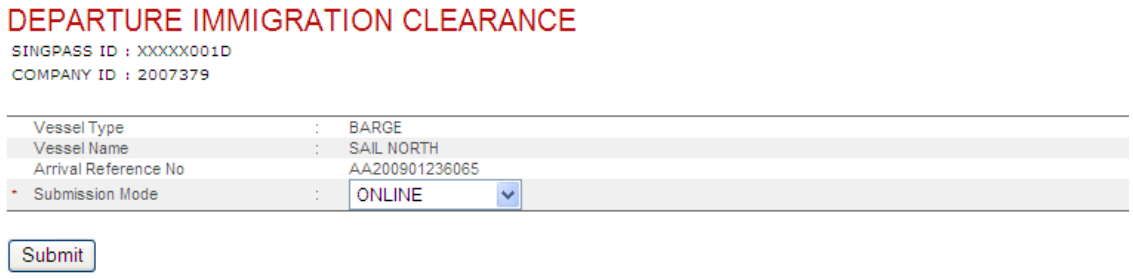
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



Select the *Submission Mode* from the drop down list and click on **[Search]** to retrieve the record for departure application. The 2 submission modes are Batch and Online.

Batch Mode:- if there are more than 80 departing passengers you would need to use the batch mode of application. For crew you only need to submit the additions or deletion for SC/SPR or LTP holders on Harbour Craft (local). No change is allowed for transit passengers. If there is no change to your arrival crew list, an empty file with the headers would need to be sent.

Online Mode:- is used to submit applications online with less than 80 crew or 80 transit passenger or 80 landing passengers.

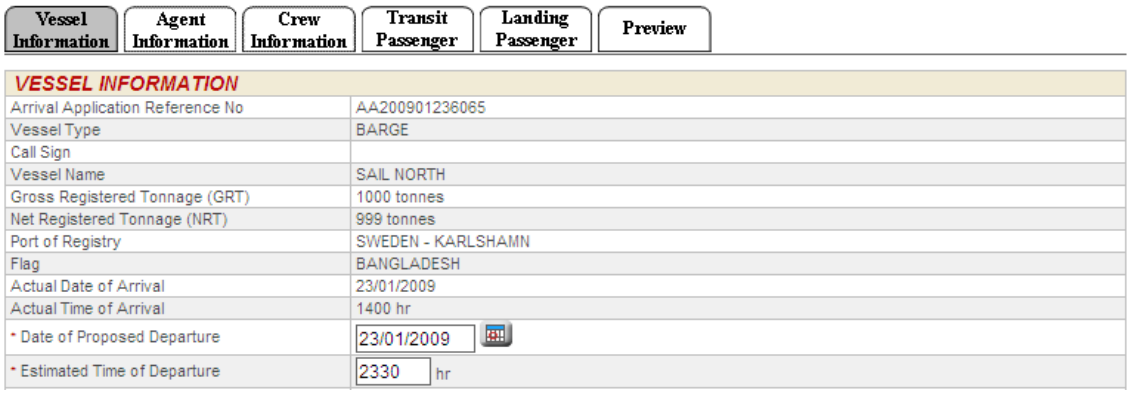


Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.2.2.1 Departure Clearance - Online Mode

The following Departure Immigration Clearance screen will appear with the 6 tabs. (Vessel, Agent, Crew, Transit, Landing and Preview tabs) Your details from your arrival record will be populated into the respective tabs.

Vessel Information Tab



At the Vessel Information Tab selected details will be available for update, update any details if necessary.

Details that can be updated include:

Date of Proposed Departure	Use the pop up calender or key in the date in dd/mm/yyyy format.
Estimated Time of Departure	To key in the time in 24 Hr format.
Next Destination & Port	Select from the dropdown list for BOTH Place & Port.
Immigration Anchorage/Berth	Select from the dropdown list for BOTH Anchorage & Berth. If 'Others' is selected, details need to be filled in the free text field provided.
Owner/Charterer	Key in the owner or charterer details in the free text field provided.
Is your vessel on tow or towing?	Select Yes/No If 'Yes' is selected details need to be filled in the free text field provided.
Type of Cargo on Board	Declare the cargo that the vessel is carrying.
Do you have any Stowaway, Survivor or Refugee on board	Select Yes/No If 'Yes' is selected then as much of the details

Caution:
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DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

	of the person must be key in :- - Indicator - Name - Date of Birth - Nationality - Gender - Travel Document No. - Travel Document Date of Expiry - Master Report (scan attachment) You are allowed to key in up to 5 Stowaway, Survivor or Refugee.

Caution:
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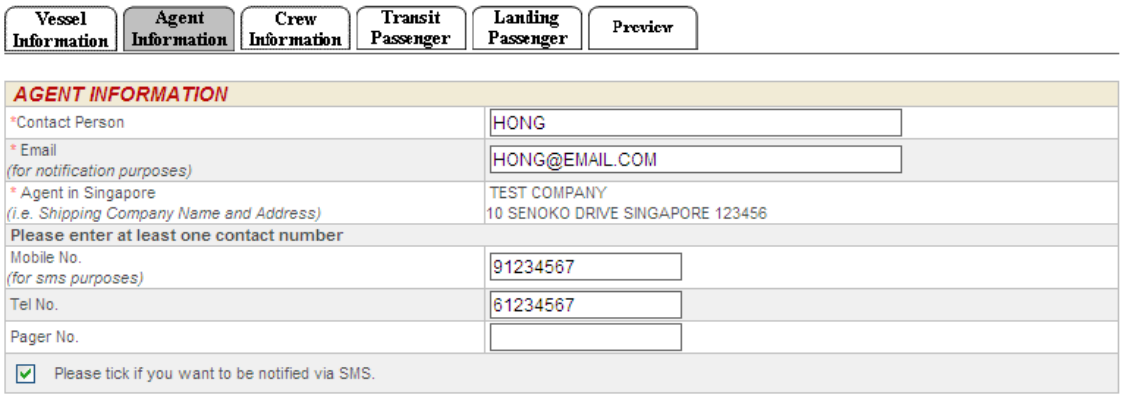
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

Agent Information Tab

Click on the Agent Information Tab. This is similar to the other Agent tabs.



The agent who logged into the system will have his details populated. If the agent needs to change any of the details for this application he can do so here. He will be able to enter another agent's Name, Contact Number (Mobile, Telephone, Pager) and Email Address. The shipping company's name and address cannot be changed. This new agent will then be the one to be informed of the outcome of the application.

At the end of the list is an indicator for the agent to indicate if they wish to be notified by SMS. Default value is the box will be checked (ie 'Yes'). If you do not wish to be notified by SMS, then uncheck the box.

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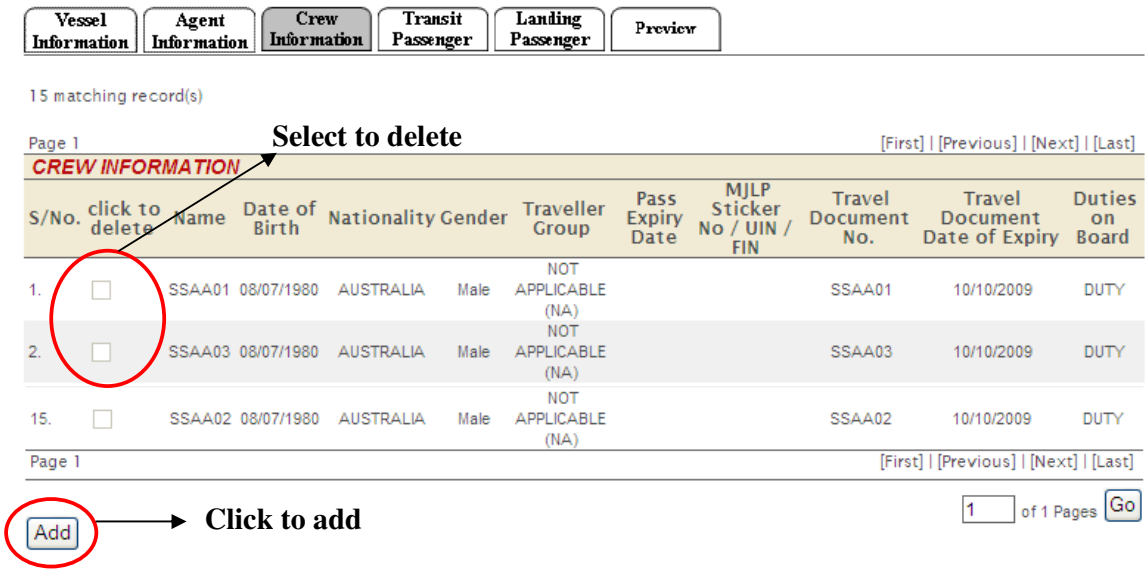
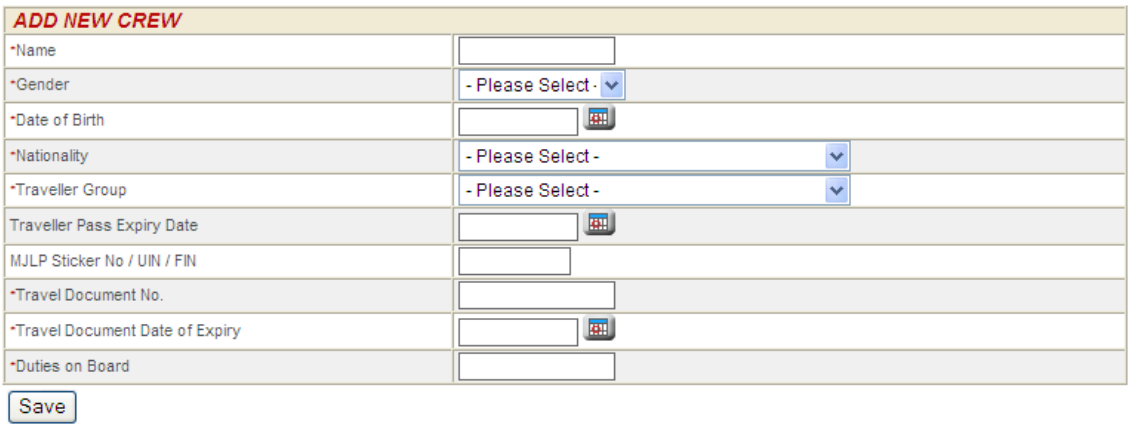
Crew Information Tab

Click on the Crew Information Tab.

The crew list would have been populated and no changes are allowed.



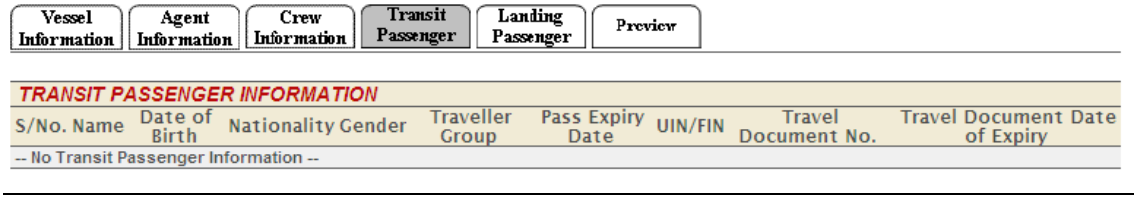
For Singapore Citizens, Singapore Permanent Residents or FIN holders on board Harbour Craft (Ocean Going) or Harbour Craft (Local) you will be able to delete the crew by checking on the delete box. If you need to add Singapore Citizens, Singapore Permanent Residents or FIN holders joining Harbour Craft (Ocean Going) or Harbour Craft (Local) you can add in the crew by clicking on the **[Add]** button and fill in the crew details and **[Save]** it.



Transit Passenger Tab

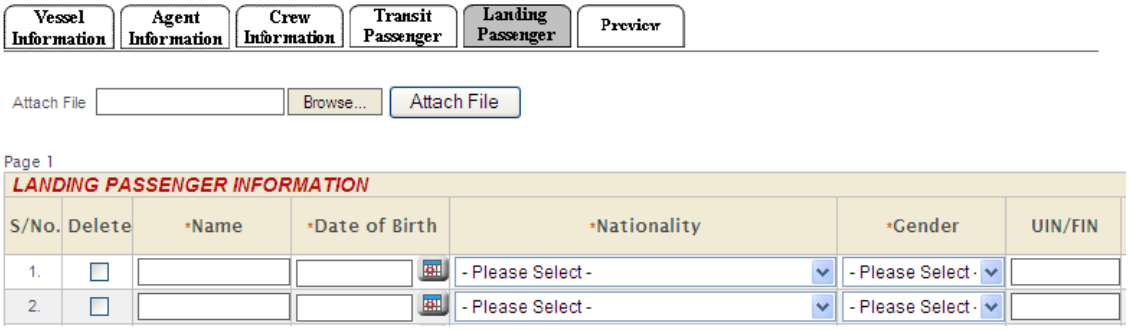
Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

This tab will be populated with the transit passengers that you had submitted at arrival. No changes are allowed.



Landing Passenger Tab

The data fields are left empty and you will be able to key in the passengers that will be departing with the vessel, up to a maximum of 80 passengers.



Details that need to be keyed in include:

Name	The name of the landing passenger.
Gender	Select from the dropdown list Male or Female.
Date of Birth	Use the pop up calender or key in the date in dd/mm/yyyy format.
Nationality	Select from the dropdown list the landing passenger's nationality.
UIN / FIN	Key in the NRIC if local, FIN if long term pass holder. Leave blank if the landing passenger is a foreigner.
Travel Document No.	Key in the landing passenger's travel document number. This is the passport number.
Travel Document Date of Expiry	Use the pop up calender or key in the date in dd/mm/yyyy format of the Passport expiry.

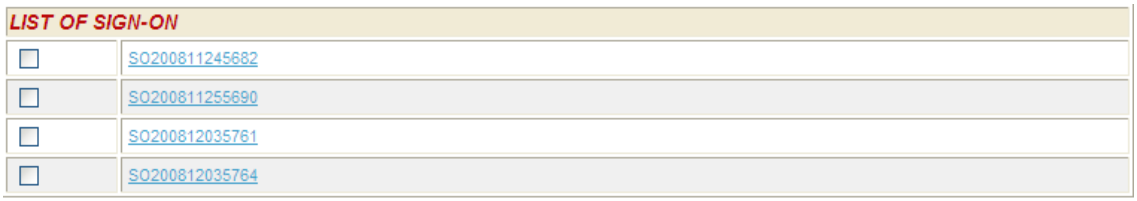
Selecting the delete box would delete that record from the list.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

Preview Tab

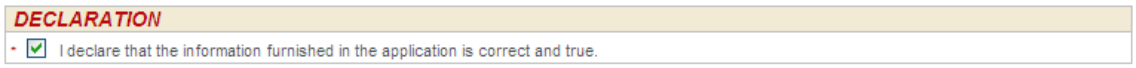
Click on the Preview Tab.

The tab allows you to have a preview of the information that you have entered in all the previous tabs.

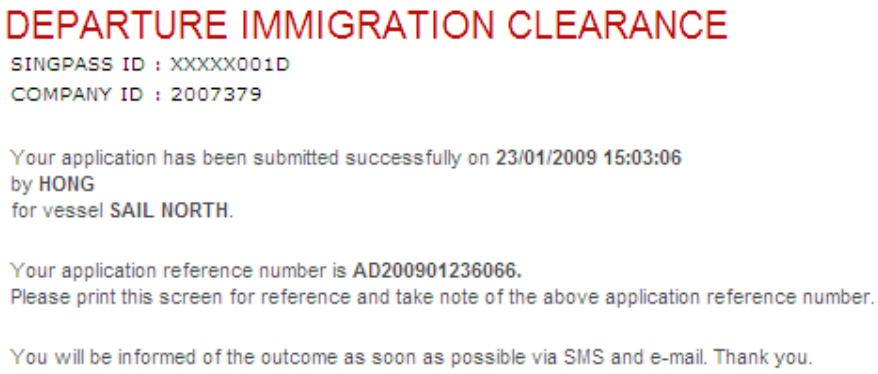


A list of Sign on applications, if any were made will be listed at the middle of the page for you to attach which set you wish to sign-on to the current departing vessel. You can click on the Sign On reference number to view the list of crew that has applied sign on under that application.

If there are any changes you can click on the respective tabs and make corrections before coming back to the preview tab to view your details again. Once you are satisfied that all information is correct, scroll down to the bottom of the page, check the declaration box and submit the application by clicking on the **[Submit]** button.



If the application is submitted successfully, a confirmation page will be displayed with the Departure Application Reference listed. You can print this page for future reference.

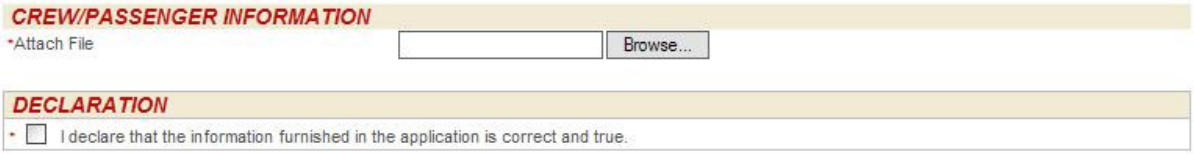

DEPARTURE IMMIGRATION CLEARANCE
SINGPASS ID : XXXXX001D
COMPANY ID : 2007379
Your application has been submitted successfully on 23/01/2009 15:03:06
by HONG
for vessel SAIL NORTH.
Your application reference number is AD200901236066.
Please print this screen for reference and take note of the above application reference number.
You will be informed of the outcome as soon as possible via SMS and e-mail. Thank you.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.2.2.2 Departure Clearance – Batch Mode

The following Departure Immigration Clearance screen will appear with 3 tabs. (Vessel, Agent and Preview tab)

Both Vessel Information and Agent Tab is the same as the online mode, you will need to fill in the details as per online mode. At the preview tab you will be able to preview the information that you have keyed in and when you scroll down you must attach the Crew, Transit & Passenger list in the MS Excel template save in ".csv" format.


CREW/PASSENGER INFORMATION
*Attach File
Browse...
DECLARATION
* I declare that the information furnished in the application is correct and true.

In order to submit the file, you will need to key into MS Excel spreadsheet the details of your crew, transit and landing passengers. The MS Excel file must be saved in a ".csv" format.

To save in a ".csv" format from within MS Excel, select [File] → [Save As] from the *Save as type* dropdown list select either CSV (Comma delimited) or CSV (MS-DOS). Click on [Save] to save the file. Above may differ depending on your version of MS Excel.

Caution:
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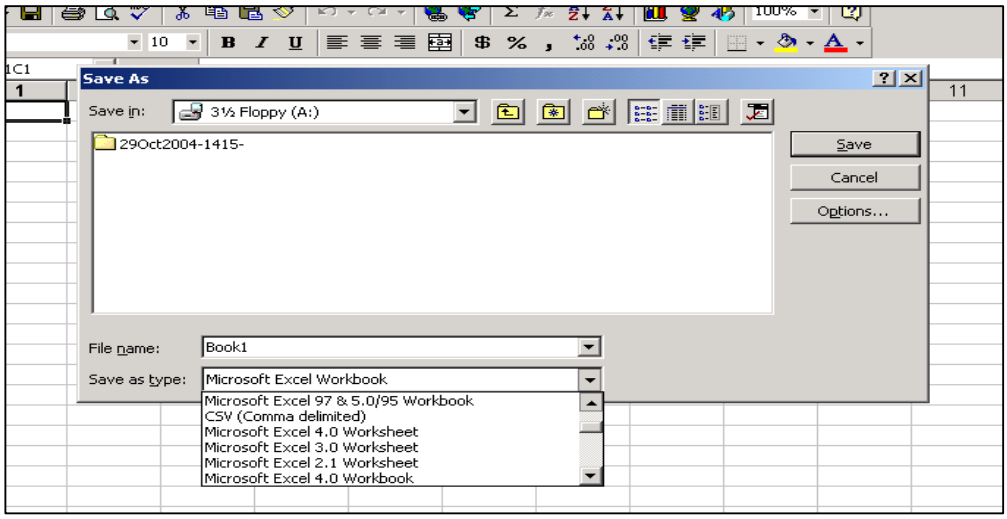
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



From within the CREW system, click **[Browse]** and locate the ".csv" file you have saved. Once the file name appears in the Attach File box, you can check the declaration and submit the application by clicking **[Submit]**.

If the application is submitted successfully, a confirmation page will be displayed with the Departure Application Reference listed. You can print this page for future reference.

For batch submission the file will be processed at the backend and if there are any errors in the ".csv" file, the file will be rejected, you will be informed via email and you will need to correct the errors and resubmit the file via the **Upload File** module.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.2.3 Crew Sign-On

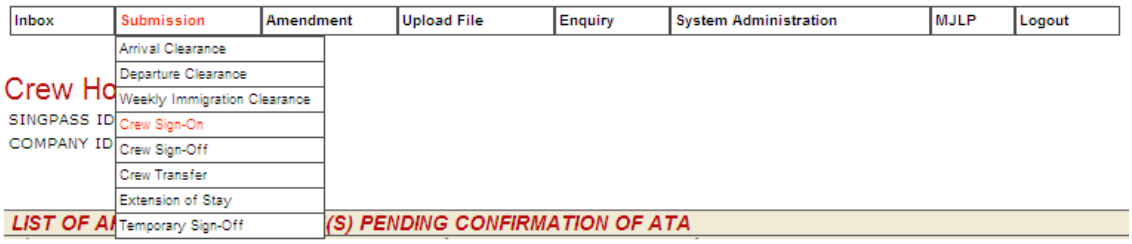
The Crew Sign-On module allows you to apply for crew to sign on to a vessel, the vessel may or may not have an arrival application. There are 2 modes of submission Batch and Online.

Batch Mode :- is used to submit any application which has more than 80 crew.

Online Mode :- is used to submit applications online with less than 80 crew.

The shipping agent is allowed to submit the application 14 days prior to the vessels arrival but the crew must arrive within 7 days of the vessels arrival date.

The Crew Sign-On module is found by moving the mouse over the *Submission* menu item and click on **[Crew Sign-On]**

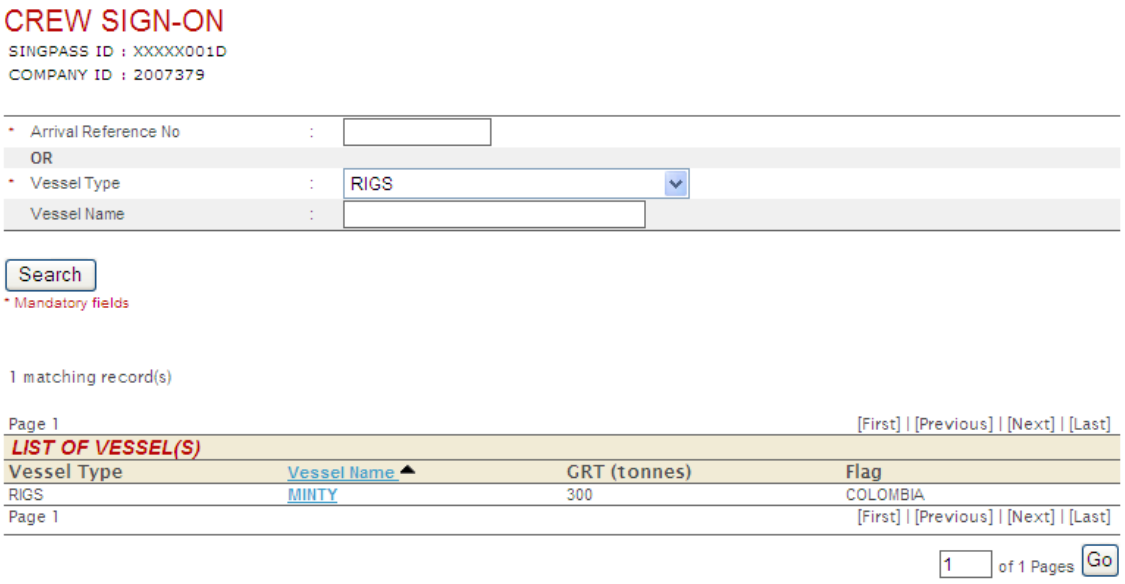


You will be shown a screen either enter the Arrival Application Reference number or Vessel Type/Name.

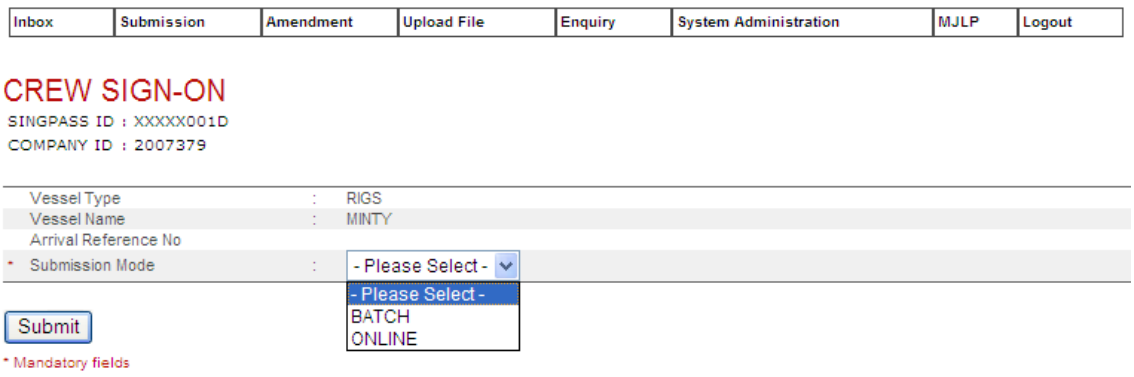
Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.2.3.1 Crew Sign-On – Online / With No Arrival Reference

For Sign-On application where the vessel's arrival application has not been submitted and there is no arrival reference number, the vessel type and vessel name are required for the application. Partial name is allowed. You can leave the name blank if you do not know the vessel name and the system will retrieve all corresponding vessel types only. Click on **[Search]** and a list will be display.


CREW SIGN-ON
SINGPASS ID : XXXXX001D
COMPANY ID : 2007379
* Arrival Reference No :
OR
* Vessel Type : RIGS
Vessel Name :
Search
* Mandatory fields
1 matching record(s)
Page 1 [First] | [Previous] | [Next] | [Last]
LIST OF VESSEL(S)
Vessel Type | Vessel Name | GRT (tonnes) | Flag
RIGS | MINTY | 300 | COLOMBIA
Page 1 [First] | [Previous] | [Next] | [Last]
1 of 1 Pages Go

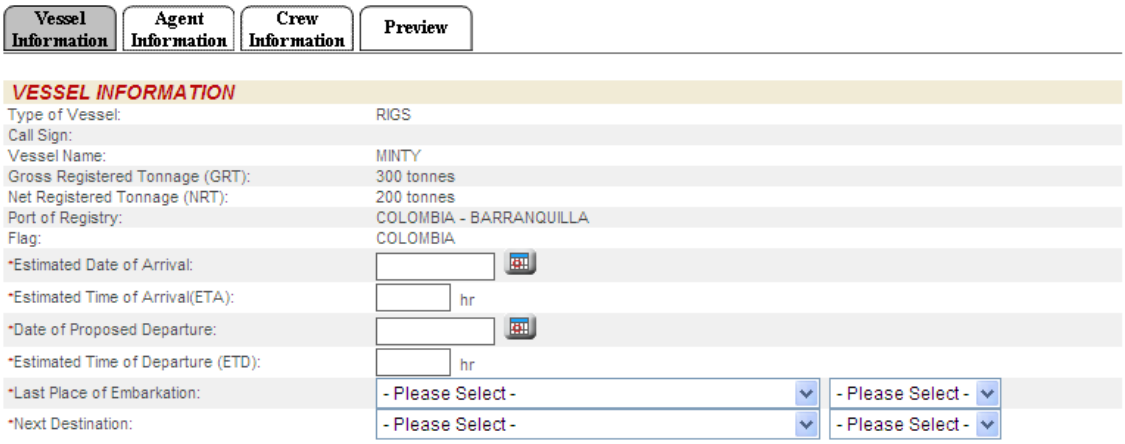
The list can be sorted by *Vessel Name.* You can select the vessel you want by clicking on the Vessel's *Vessel Name* on the list.



As shown above, no Arrival Reference No is shown and you will need to select either Batch or Online mode. Select Online and click on **[Submit]**

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

The screen with 4 tabs (Vessel, Agent, Crew and Preview) will be displayed.


Vessel Information
Agent Information
Crew Information
Preview
VESSEL INFORMATION
Type of Vessel: RIGS
Call Sign:
Vessel Name: MINTY
Gross Registered Tonnage (GRT): 300 tonnes
Net Registered Tonnage (NRT): 200 tonnes
Port of Registry: COLOMBIA - BARRANQUILLA
Flag: COLOMBIA
*Estimated Date of Arrival:
*Estimated Time of Arrival(ETA): hr
*Date of Proposed Departure:
*Estimated Time of Departure (ETD): hr
*Last Place of Embarkation: - Please Select - - Please Select -
*Next Destination: - Please Select - - Please Select -

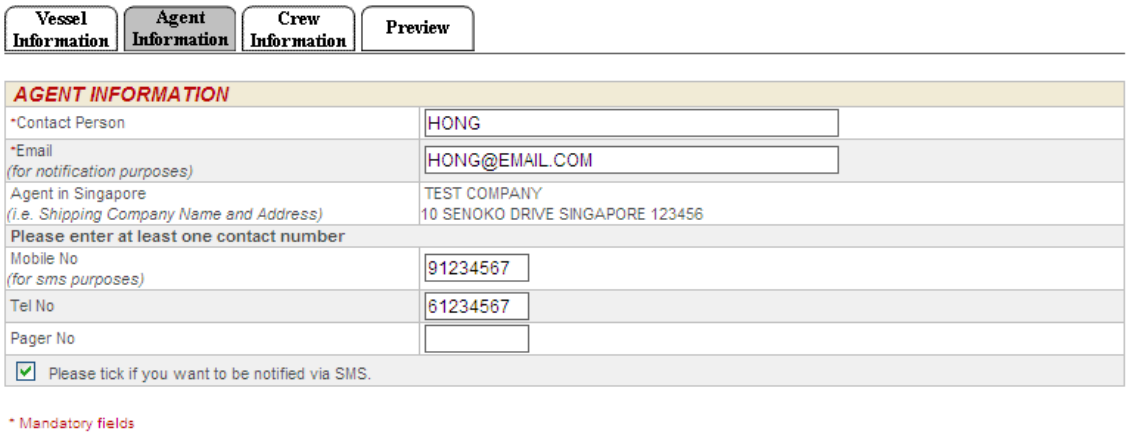
As there was no arrival reference given, you will need to key in the details of the vessel that is arriving.

Details that need to be keyed in include:

Estimated Date of Arrival	Use the pop up calender or key in the date in dd/mm/yyyy format.
Estimated Time of Arrival	To key in the time in 24 Hr format
Date of Proposed Departure	Use the pop up calender or key in the date in dd/mm/yyyy format.
Estimated Time of Departure	To key in the time in 24 Hr format.
Last Place of Embarkation & Port	Select from the dropdown list for BOTH Place & Port.
Next Destination & Port	Select from the dropdown list for BOTH Place & Port.

Click on the Agent Information Tab, after you have completed the vessel information. This is similar to the other Agent tabs.

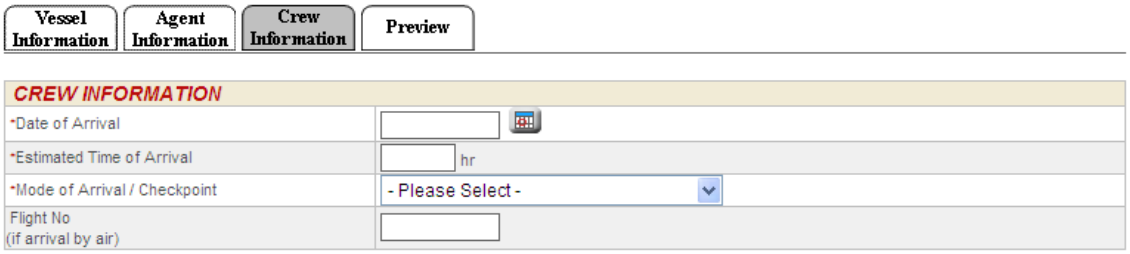
Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



The agent who logged into the system will have his details populated. If the agent needs to change any of the details for this application he can do so here. He will be able to enter another agent's Name, Contact Number (Mobile, Telephone, Pager) and Email Address. The shipping company's name and address cannot be changed. This new agent will then be the one to be informed of the outcome of the application.

At the end of the list is an indicator for the agent to indicate if they wish to be notified by SMS. Default value is the box will be checked (ie 'Yes'). If you do not wish to be notified by SMS, then uncheck the box.

Click on the Crew Information Tab.

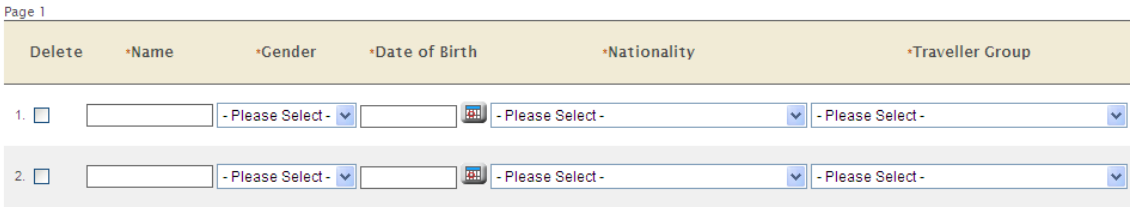


Before keying in the crew details, you will need to provide the following details about the crew:

Date of Arrival	Use the pop up calender or key in the date in dd/mm/yyyy format.
Estimated Time of Arrival	To key in the time in 24 Hr format
Mode of Arrival/Checkpoint	Select from the dropdown list
Flight No (if arrival by air)	To key in the flight number only if arrival is by air.

The application should be per flight, you cannot key in multiple flight numbers. A separate application would be required for each crew ie they arrive by different flight number and different date of arrival. You will need to key in the details of the crew.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



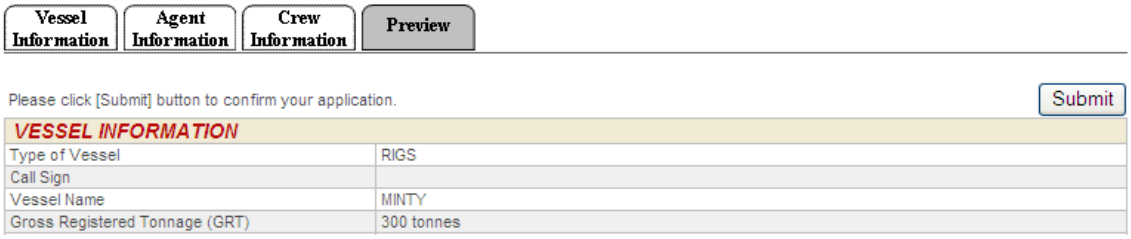
There is a delete indicator check box, after you have keyed in the data and if you do not wish it to be included, instead of retyping over that row, you can tick this box and the record will not be included.

The following details are required:

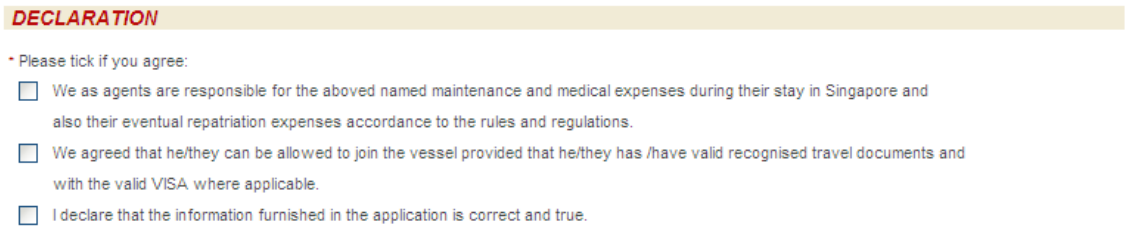
Name	The name of the crew.
Gender	Select from the dropdown list Male or Female.
Date of Birth	Use the pop up calender or key in the date in dd/mm/yyyy format.
Nationality	Select from the dropdown list the crew's nationality.
Traveller Group	Select from the dropdown list the group that the crew belongs to. The groupings are: 1) *Employment Pass Holder* – EMP Holder 2) *Work Permit Pass Holder* – WP Holder 3) *Student Pass Holder* – STP Holder 4) *NA* – Foreigner with no Long Term Pass.
Pass Expiry	Use the pop up calender or key in the date in dd/mm/yyyy format for the Long Term Pass or MJLP expiry date.
FIN	FIN if Long Term Pass Holder. Leave blank if crew is a foreigner.
Travel Document No.	Key in the crew's travel document number. This is the passport number.
Travel Document Date of Expiry	Use the pop up calender or key in the date in dd/mm/yyyy format of the Passport expiry.
Duties on Board	Key in the crew's duties on board.

Go to the Preview tab once you have completed all the details. You can then scroll down and check the information that you have keyed in and you will be allowed to make amendments by returning to the respective tabs and change the information before going to preview again.

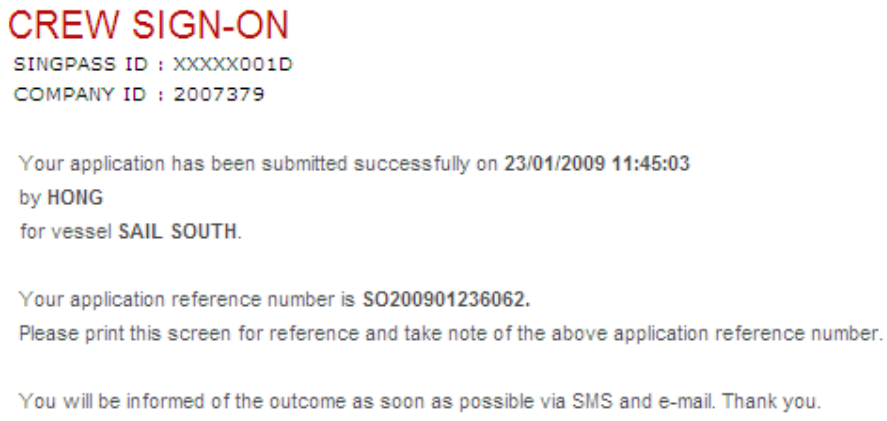
Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



Before you click on the **[Submit]** button, you will need to scroll down and check on all the declaration boxes.


DECLARATION
* Please tick if you agree:
We as agents are responsible for the aboved named maintenance and medical expenses during their stay in Singapore and also their eventual repatriation expenses accordance to the rules and regulations.
We agreed that he/they can be allowed to join the vessel provided that he/they has /have valid recognised travel documents and with the valid VISA where applicable.
I declare that the information furnished in the application is correct and true.

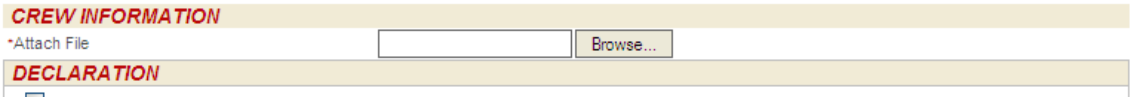
If the application is submitted successfully, a confirmation page will be displayed with the Sign-On Reference listed. You can print this page for future reference.


CREW SIGN-ON
SINGPASS ID : XXXXX001D
COMPANY ID : 2007379
Your application has been submitted successfully on 23/01/2009 11:45:03
by HONG
for vessel SAIL SOUTH.
Your application reference number is SO200901236062.
Please print this screen for reference and take note of the above application reference number.
You will be informed of the outcome as soon as possible via SMS and e-mail. Thank you.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

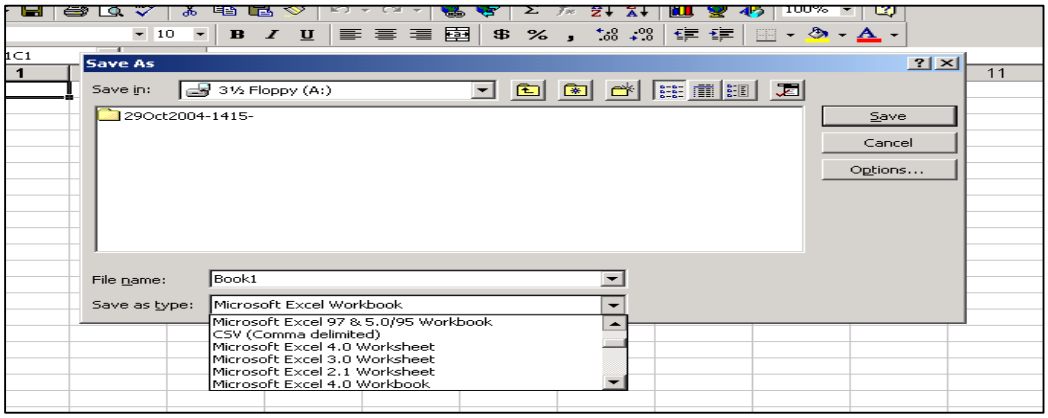
2.2.3.2 Crew Sign-On – Batch / With No Arrival Reference

For Sign-On by batch with no arrival reference, the details are similar to the Online mode, the only difference is that after you select Batch Submission Mode, you will only be given 3 tabs (Vessel, Agent and Preview). Vessel and Agent tabs are the same as those for Online with no Arrival Reference. At preview scroll down and you will be required to attach the excel file.



In order to submit the file, you will need to key into the MS Excel spreadsheet for sign on crew. You will need to provide the sign on details and crew details. Once completed, you will save that file in a ".csv" format.

To save in a ".csv" format from within MS Excel, select [File] → [Save As] from the *Save as type* dropdown list select either CSV (Comma delimited) or CSV (MS-DOS). Click on [Save] to save the file. Above may differ depending on your version of MS Excel.



From within the CREW system, click **[Browse]** and locate the ".csv" file you have saved. Once the file name appears in the Attach File box, you can check the declaration and submit the application by clicking **[Submit]**.

If the application is submitted successfully, a confirmation page will be displayed with the Sign-On Reference listed. You can print this page for future reference.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.2.3.3 Crew Sign-On – Online / With Arrival Reference

If the vessel has an arrival reference number (ie vessel has made a arrival submission), you can key in the arrival reference number and select the submission mode as Online. You will again be shown the 4 tabs similar to the "Online/With No Arrival Reference".

The only difference is that under the Vessel Information tab there will not be a need to key in any details as the details would have been populated for you based on the details submitted in the arrival reference. Sign on application should be submitted wherever possible using arrival reference number so that the sign on crews' names will be listed on the arrival vessel's crew list.

The rest of the process is the same as the "Crew Sign-On: Online/With No Arrival Reference". You would still be able to change the Agent information and key in the necessary details in the Crew Tab, click the Preview tab after you are done and check the declaration boxes and submit the application.

2.2.3.4 Crew Sign-On – Batch / With Arrival Reference

With the Arrival Reference, you can select Batch as the submission mode. This submission is similar to the "Batch / With No Arrival Reference". The only difference is that under the Vessel Information tab there will not be a need to key in any details as the details would have been populated for you based on the details submitted in the arrival reference.

CREW SIGN-ON

SINGPASS ID : XXXXX001D
COMPANY ID : 2007379

Vessel Information | Agent Information | Crew Information | Preview

VESSEL INFORMATION	
Type of Vessel	CARGO VESSELS
Call Sign	
Vessel Name	CARGO1
Gross Registered Tonnage (GRT)	300 tonnes
Net Registered Tonnage (NRT)	200 tonnes
Port of Registry	BRITISH - EYEMOUTH
Flag	BELARUS
Estimated Date of Arrival	29/02/2008
Estimated Time of Arrival(ETA)	22:00hr
Date of Proposed Departure	01/03/2008
Estimated Time of Departure (ETD)	22:00 hr
Last Place of Embarkation	BRITISH - FALMOUTH
Next Destination	COLOMBIA - CARTAGENA

The rest of the process is the same as the "Crew Sign-On: Batch/With No Arrival Reference". You would still be able to change the Agent information and at the

Caution:
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DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

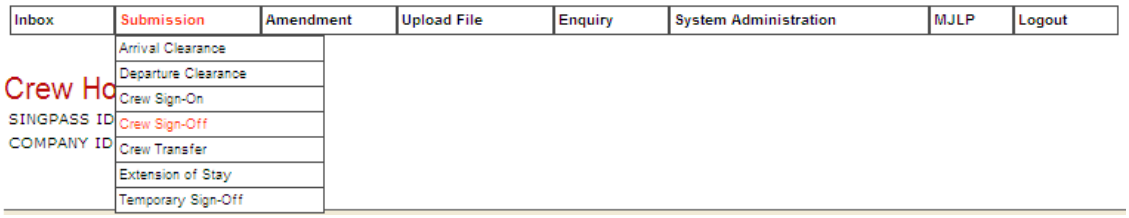
Preview tab you are to attach the file containing the sign on list, check the declaration boxes and submit the application.

2.2.4 Crew Sign-Off

To do a crew sign-off from a vessel, the vessel arrival application must have been approved. Agent can apply for crew sign off regardless whether vessel is in port r not. The crew sign-off module allows you to sign-off a crew from one vessel.

Singapore Citizen, Singapore Permanent Resident not holding Special Passes and FIN holders leaving Harbour Craft (Ocean Going) or Harbour Craft (Local) do not need to apply for Sign-Off they can be deleted in the departure application directly. Singapore Permanent Resident holding Special Passes are required to use the sign off module.

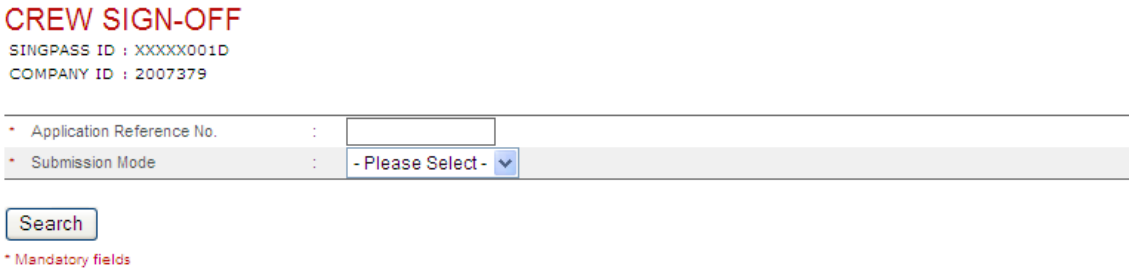
The Crew Sign-Off module is found by moving the mouse over the *Submission* menu item and click on **[Crew Sign-Off]**



Enter the Application Reference No (either Arrival or Sign-On Application Ref No) and select the submission mode. There are 2 modes of submission Batch and Online.

Batch Mode :- is used to submit any application which has more than 80 crew.

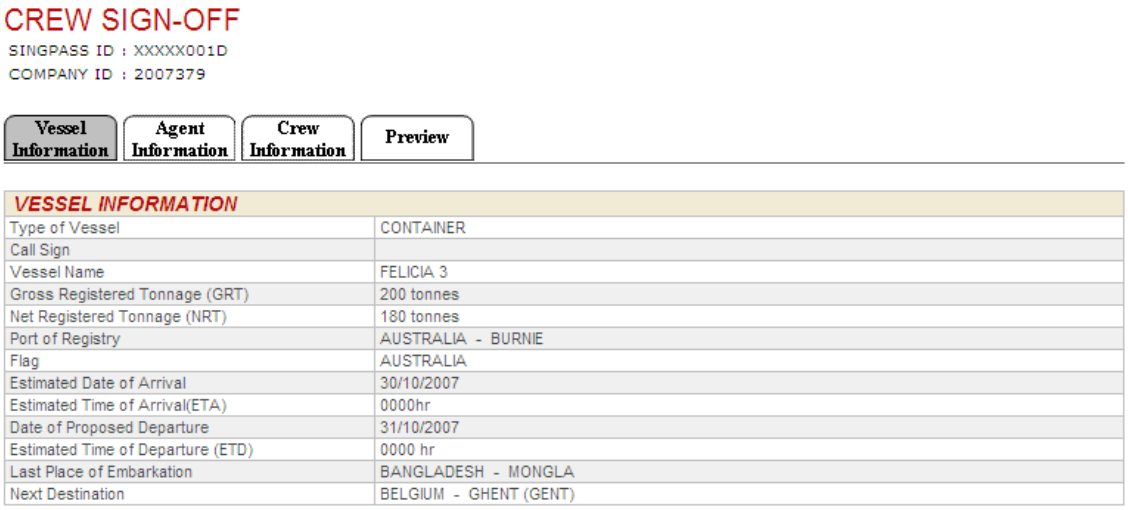
Online Mode :- is used to submit applications online with less than 80 crew.
Click on **[Search]** to get the record.



Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.2.4.1 Crew Sign Off - Online Mode

Selecting the submission mode as Online will show you the following Crew Sign-Off screen with 4 tabs. (Vessel, Agent, Crew and Preview tabs) The vessel details will be populated from the Arrival information.



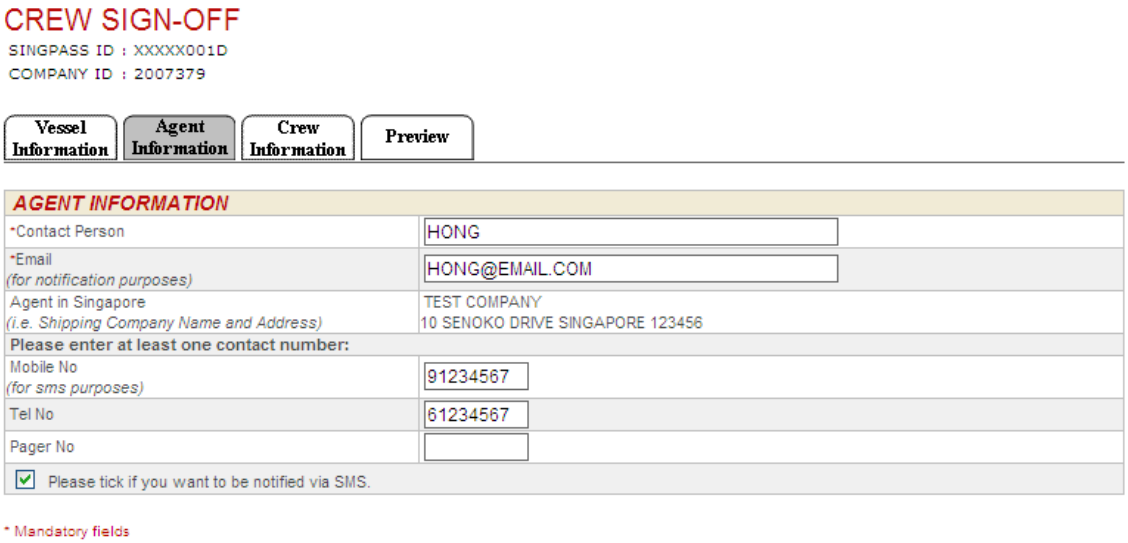
CREW SIGN-OFF

SINGPASS ID : XXXXX001D
COMPANY ID : 2007379

Vessel Information | Agent Information | Crew Information | Preview

VESSEL INFORMATION	
Type of Vessel	CONTAINER
Call Sign	
Vessel Name	FELICIA 3
Gross Registered Tonnage (GRT)	200 tonnes
Net Registered Tonnage (NRT)	180 tonnes
Port of Registry	AUSTRALIA - BURNIE
Flag	AUSTRALIA
Estimated Date of Arrival	30/10/2007
Estimated Time of Arrival(ETA)	0000hr
Date of Proposed Departure	31/10/2007
Estimated Time of Departure (ETD)	0000 hr
Last Place of Embarkation	BANGLADESH - MONGLA
Next Destination	BELGIUM - GHENT (GENT)

The agent details will be available for you to update accordingly if required.



CREW SIGN-OFF

SINGPASS ID : XXXXX001D
COMPANY ID : 2007379

Vessel Information | Agent Information | Crew Information | Preview

AGENT INFORMATION	
*Contact Person	HONG
*Email *(for notification purposes)*	HONG@EMAIL.COM
Agent in Singapore *(i.e. Shipping Company Name and Address)*	TEST COMPANY 10 SENOKO DRIVE SINGAPORE 123456
Please enter at least one contact number:	
Mobile No *(for sms purposes)*	91234567
Tel No	61234567
Pager No	

☑ Please tick if you want to be notified via SMS.

* Mandatory fields

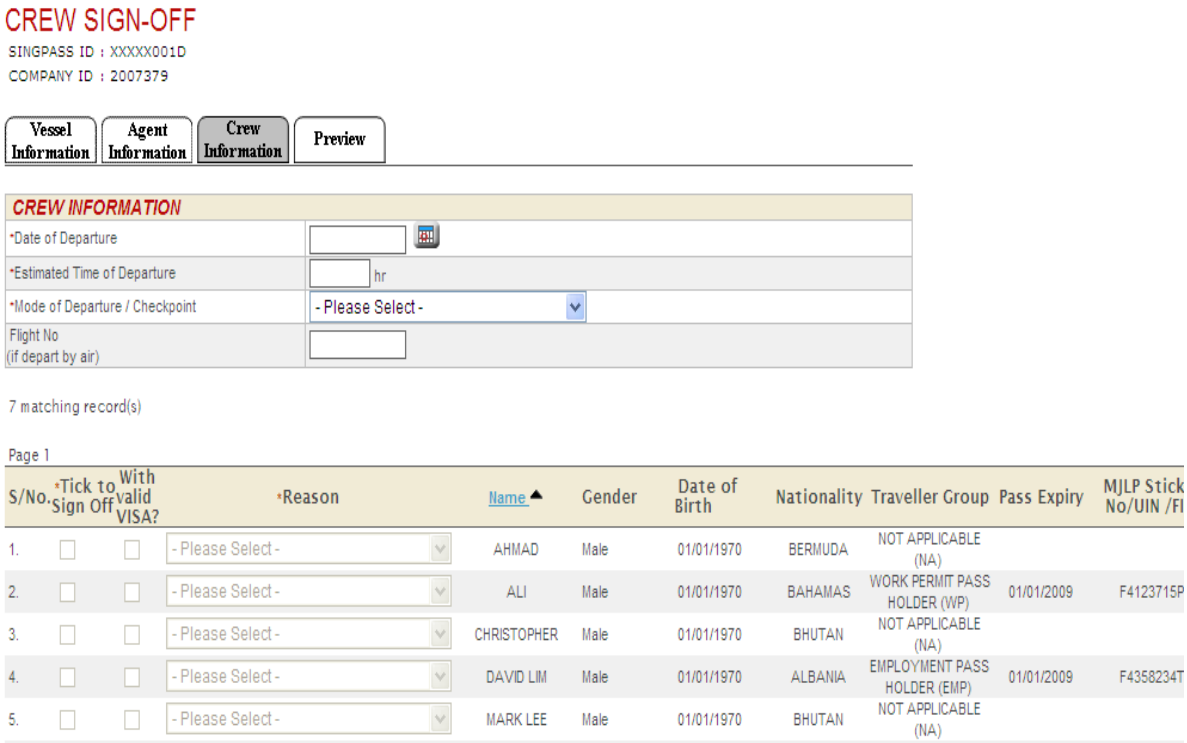
Before keying in the crew details at the crew tab, you will need to provide the following details about the crew:

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

Date of Departure	Use the pop up calender or key in the date in dd/mm/yyyy format.
Estimated Time of Departure	To key in the time in 24 Hr format
Mode of Departure/Checkpoint	Select from the dropdown list
Flight No (if depart by air)	To key in the flight number only if departure is by air.

The application should be per flight, you cannot key in multiple flight numbers. That is, crew departing on different flight numbers and different dates must submit separate applications. Following which you can scroll down and you will see the crew list. This list can be sorted by *Name* and *Travel Document Number*. Check the boxes of the crew that you wish to sign-off. You will also need to declare if the crew is holding a valid visa. All current visa requirements remain and the agent is expected to make the necessary arrangements. Select the reason for Sign-Off from the reasons provided in the drop down list. The list can be sorted by Name.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



CREW SIGN-OFF

SINGPASS ID : XXXXX001D
COMPANY ID : 2007379

Vessel Information | Agent Information | Crew Information | Preview

CREW INFORMATION

*Date of Departure	
*Estimated Time of Departure	hr
*Mode of Departure / Checkpoint	- Please Select -
Flight No (if depart by air)	

7 matching record(s)

Page 1

S/No.	*Tick to Sign Off	With valid VISA?	*Reason	Name	Gender	Date of Birth	Nationality	Traveller Group	Pass Expiry	MJLP Stick No/UIN /FI
1.			- Please Select -	AHMAD	Male	01/01/1970	BERMUDA	NOT APPLICABLE (NA)		
2.			- Please Select -	ALI	Male	01/01/1970	BAHAMAS	WORK PERMIT PASS HOLDER (WP)	01/01/2009	F4123715P
3.			- Please Select -	CHRISTOPHER	Male	01/01/1970	BHUTAN	NOT APPLICABLE (NA)		
4.			- Please Select -	DAVID LIM	Male	01/01/1970	ALBANIA	EMPLOYMENT PASS HOLDER (EMP)	01/01/2009	F4358234T
5.			- Please Select -	MARK LEE	Male	01/01/1970	BHUTAN	NOT APPLICABLE (NA)		
6.			- Please Select -	NOMAN WONG	Male	01/01/1970	BELGIUM	NOT APPLICABLE (NA)		
7.			- Please Select -	ZOILO	Male	01/01/1970	BENIN	NOT APPLICABLE (NA)		

Page 1

* Mandatory fields

Go to the Preview tab once you have completed all the details. You can then scroll down and check the information that you have keyed in and you will be allowed to make amendments by going to the respective tabs and change the information before going to preview again. Scroll down and check the declaration box before you click on **[Submit]**

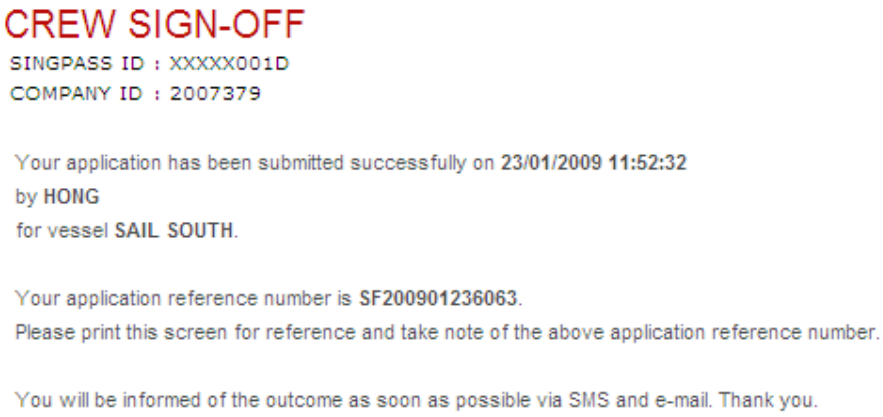
SNo.	With valid VISA?	Reason	Name	Gender	Date of Birth	Nationality	Traveller Group	Pass Expiry	MJLP Sticker No / UIN / FIN	Travel Document Number	Travel Document Expiry Date	Duties on Board
1.	No	SIGN OFF	SSAA02	Male	08/07/1980	AUSTRALIA	NOT APPLICABLE (NA)			SSAA02	10/10/2009	DUTY

DECLARATION

* ☐ I declare that the information furnished in the application is correct and true.

If the application is submitted successfully, a confirmation page will be displayed with the Sign-Off Reference listed. You can print this page for future reference.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



CREW SIGN-OFF

SINGPASS ID : XXXXX001D

COMPANY ID : 2007379

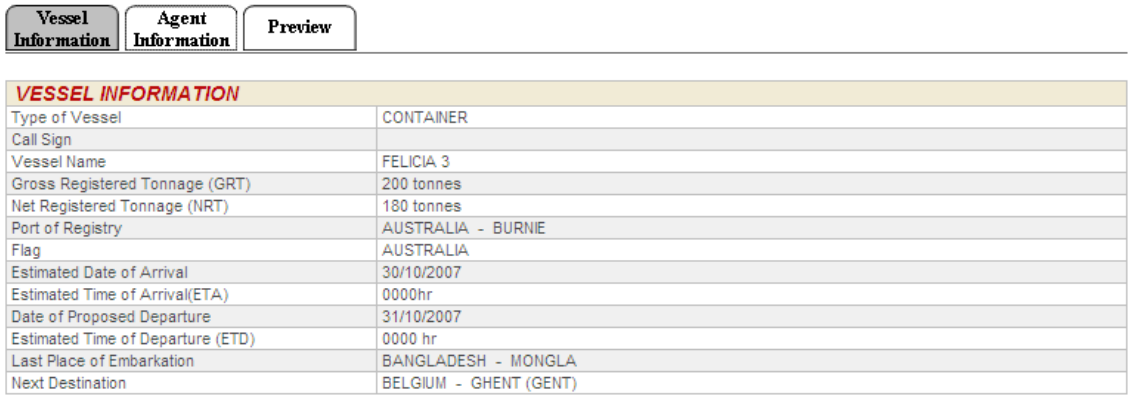
Your application has been submitted successfully on **23/01/2009 11:52:32**
by **HONG**
for vessel **SAIL SOUTH**.

Your application reference number is **SF200901236063**.
Please print this screen for reference and take note of the above application reference number.

You will be informed of the outcome as soon as possible via SMS and e-mail. Thank you.

2.2.4.2 Crew Sign Off - Batch Mode

Selecting the submission mode as Batch will show you the following Crew Sign-Off screen with 3 tabs (Vessel, Agent and Preview tabs). The vessel details will be populated from the Arrival information.



Vessel Information | Agent Information | Preview

VESSEL INFORMATION	
Type of Vessel	CONTAINER
Call Sign	
Vessel Name	FELICIA 3
Gross Registered Tonnage (GRT)	200 tonnes
Net Registered Tonnage (NRT)	180 tonnes
Port of Registry	AUSTRALIA - BURNIE
Flag	AUSTRALIA
Estimated Date of Arrival	30/10/2007
Estimated Time of Arrival(ETA)	0000hr
Date of Proposed Departure	31/10/2007
Estimated Time of Departure (ETD)	0000 hr
Last Place of Embarkation	BANGLADESH - MONGLA
Next Destination	BELGIUM - GHENT (GENT)

The agent details will be available for you to update accordingly if required.
At the Preview Tab you can scroll down and attach an MS Excel file.

In order to submit the file, you will need to key into the MS Excel spreadsheet provided the sign off details and crew details. Once completed, you will save that file in a ".csv" format.

To save in a ".csv" format from within MS Excel, select [File] → [Save As] from the *Save as type* dropdown list select either CSV (Comma delimited) or CSV (MS-DOS). Click on [Save] to save the file. The above may differ depending on your version of MS Excel. This is similar to other attachments.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

From within the CREW system, click **[Browse]** and locate the ".csv" file you have saved. Once the file name appears in the Attach File box, you can check the declaration and submit the application by clicking **[Submit]**.

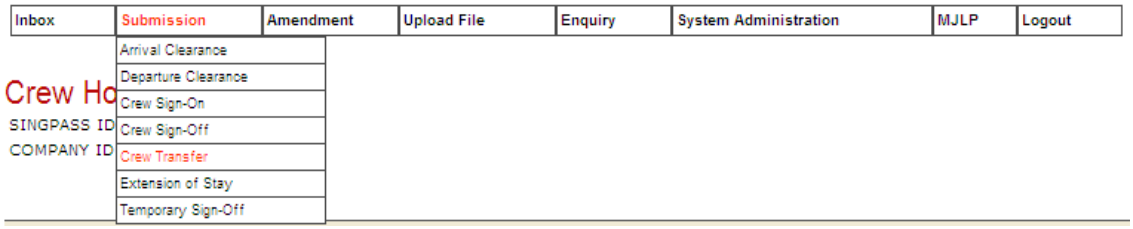
If the application is submitted successfully, a confirmation page will be displayed with the Sign-Off Reference listed. You can print this page for future reference.

2.2.5 Crew Transfer

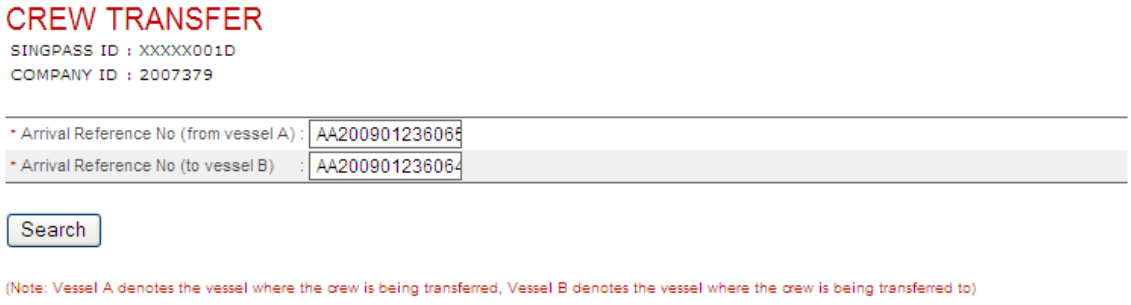
To transfer crew between 2 vessels, both vessels must be in port (i.e. their Actual Date and Time of arrival has been updated), the crew transfer module allows you to transfer crew from one vessel to another. You must have both vessels' Arrival Application Reference Number.

You can only submit a crew transfer within 7 days prior to Vessel B's estimated date of departure.

The Crew Transfer module is found by moving the mouse over the *Submission* menu item and click on **[Crew Transfer]**



Enter both reference numbers in the fields provided, Vessel A is the "from" vessel and Vessel B is the "to" vessel.


CREW TRANSFER
SINGPASS ID : XXXXX001D
COMPANY ID : 2007379
* Arrival Reference No (from vessel A) : AA200901236065
* Arrival Reference No (to vessel B) : AA200901236064
Search
(Note: Vessel A denotes the vessel where the crew is being transferred, Vessel B denotes the vessel where the crew is being transferred to)

You will be presented with the crew transfer screen. Check that the effective date of transfer is keyed in; the default value is current date. Both vessel A & B information is

Caution:
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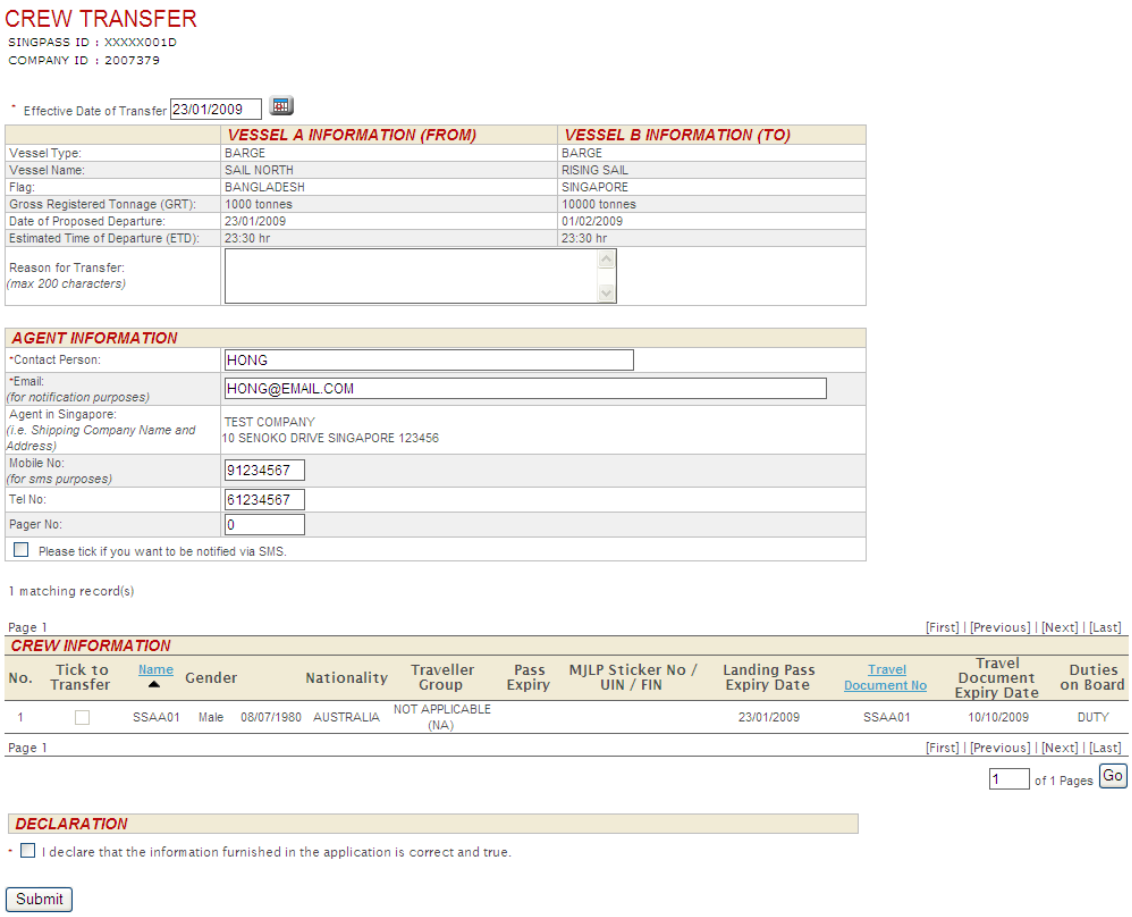
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

displayed for you to confirm. To transfer a crew, tick all the crew that you wish to be transfer, scroll down and check the declaration box and click **[Submit]**.

Details required as follows :



CREW TRANSFER

SINGPASS ID : XXXXX001D
COMPANY ID : 2007379

* Effective Date of Transfer 23/01/2009

	VESSEL A INFORMATION (FROM)	VESSEL B INFORMATION (TO)
Vessel Type:	BARGE	BARGE
Vessel Name:	SAIL NORTH	RISING SAIL
Flag:	BANGLADESH	SINGAPORE
Gross Registered Tonnage (GRT):	1000 tonnes	10000 tonnes
Date of Proposed Departure:	23/01/2009	01/02/2009
Estimated Time of Departure (ETD):	23:30 hr	23:30 hr
Reason for Transfer: *(max 200 characters)*		

AGENT INFORMATION

*Contact Person:	HONG
*Email: *(for notification purposes)*	HONG@EMAIL.COM
Agent in Singapore: *(i.e. Shipping Company Name and Address)*	TEST COMPANY 10 SENOKO DRIVE SINGAPORE 123456
Mobile No: *(for sms purposes)*	91234567
Tel No:	61234567
Pager No:	0

Please tick if you want to be notified via SMS.

1 matching record(s)

Page 1 [First] | [Previous] | [Next] | [Last]

CREW INFORMATION

No.	Tick to Transfer	Name	Gender		Nationality	Traveller Group	Pass Expiry	MJLP Sticker No / UIN / FIN	Landing Pass Expiry Date	Travel Document No	Travel Document Expiry Date	Duties on Board
1	☐	SSAA01	Male	08/07/1980	AUSTRALIA	NOT APPLICABLE (NA)			23/01/2009	SSAA01	10/10/2009	DUTY

Page 1 [First] | [Previous] | [Next] | [Last]

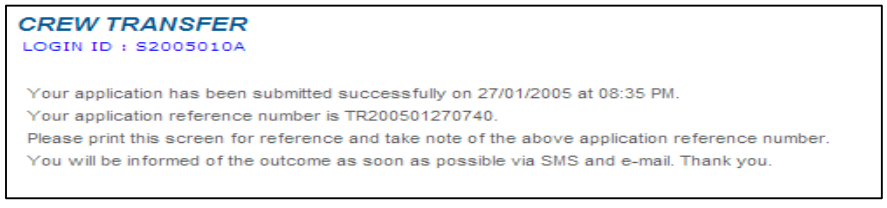
1 of 1 Pages Go

DECLARATION

* ☐ I declare that the information furnished in the application is correct and true.

Submit

If the application is submitted successfully, a confirmation page will be displayed with the Transfer Application Reference number listed. You can print this page for future reference.



CREW TRANSFER

LOGIN ID : S2005010A

Your application has been submitted successfully on 27/01/2005 at 08:35 PM.
Your application reference number is TR200501270740.
Please print this screen for reference and take note of the above application reference number.
You will be informed of the outcome as soon as possible via SMS and e-mail. Thank you.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

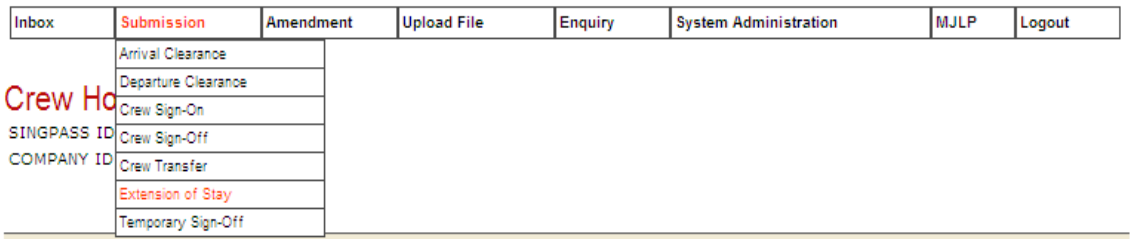
2.2.6 Extension of Stay

This module allows you to request for extension of stay for your crew. You can apply for extension of stay for LP and SP cases. LP cases are from the arrival application and SP cases are for sign on where the vessel is not in port and sign off cases.

The vessel must be in port (ie actual date and time of arrival has been confirmed)

Crew onboard vessel's given AIC(NTL) are not eligible for extension unless they have their NTL uplifted to LP.

The Extension of Stay module is found by moving the mouse over the *Submission* menu item and click on **[Extension of Stay]**



Enter the appropriate reference number and click **[Search].**

EXTENSION OF STAY
SINGPASS ID : XXXXX001D
COMPANY ID : 2007379
* Application Reference No. (Arrival / Crew Sign-On / Crew Sign-Off) :
AA200901236064
Search
* Mandatory fields

Update the vessel information's proposed date/time of departure to the new date/time of departure.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

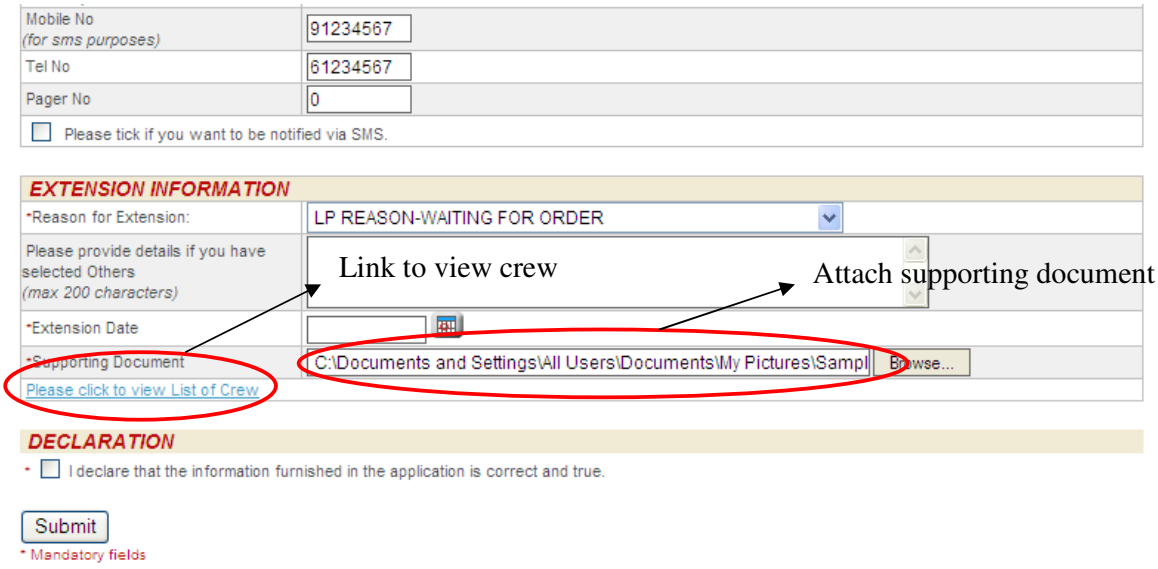
Under the Extension Information, you will need to fill in the following:

Reason for Extension	Select from the dropdown list. You will need to provide the details in the field provided if your reason is "Others".
Extension Date	Use the pop up calender or key in the date in dd/mm/yyyy format.
Supporting Document	Attach the supporting document by clicking on **[Browse]** and located the scan image and attach it to the application.

Please note that the 'Extension Date' is the date, extension is requested till (I.e. If on 01/01/2007, agent wishes to seek extension for another 14 days, he should state the extension date to be '15/01/2007)

For all extension cases you will need to scan in the relevant document. The scan document must be in .jpg format and not more than 200Kb in size.

You can click on the link to view the crew list.



You will also be able to amend agent's information if you need to. Once all details are submitted, scroll down and check the declaration box and click **[Submit]**.

If the application is submitted successfully, a confirmation page will be displayed with the Extension Application Reference number listed. You can print this page for future reference.

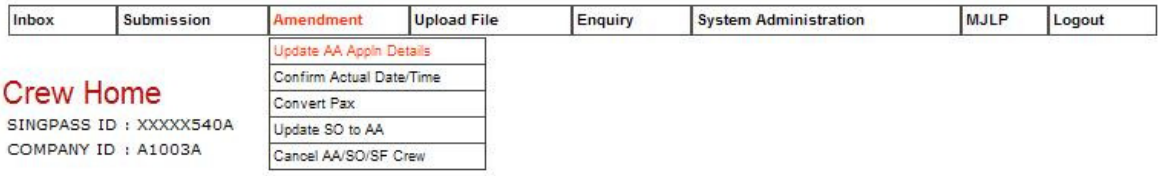
Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.3 Amendment

2.3.1 Update AA / SO Appln Details

You will be able to update some fields in the Arrival or Sign-On Application after you have submitted it. Arrival application will not be amendable if it is less than 3 hrs of ETA. Agents would have to call ICA (Pre-Clearance Section) to make amendments if it is within 3 hrs of ETA.

The Update AA / SO Appln Details module is found by moving the mouse over the *Amendment* menu item and click on **[Update AA / SO Appln Details]**



Enter the Application Reference Number and click **[Search]**.

For Sign-On Application, you will be able to select the crews to be cancelled from the application.

For Arrival Application, you will be able to amend the details and save the application. Only the following details are amendable.

- Estimated Date/Time of Departure (ETD)
- Owner/Charter
- Immigration Anchorage/Berth

ICA (Pre-Clearance Section) Officers are allowed to make the additional following changes :

- Estimated Date/Time of Arrival (ETA)
- Next Destination
- Is the vessel heading to Jurong Island / Private Wharves / Jetties / Piers / Buoys and Shipyards during port stay?
- Vessel on Tow indicator
- Purpose of Call

Once your Actual Date/Time of arrival has been confirmed, you are allowed to only change :

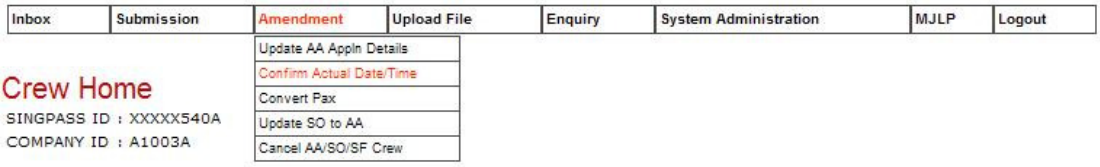
- Estimated Date/Time of Departure (ETD)

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

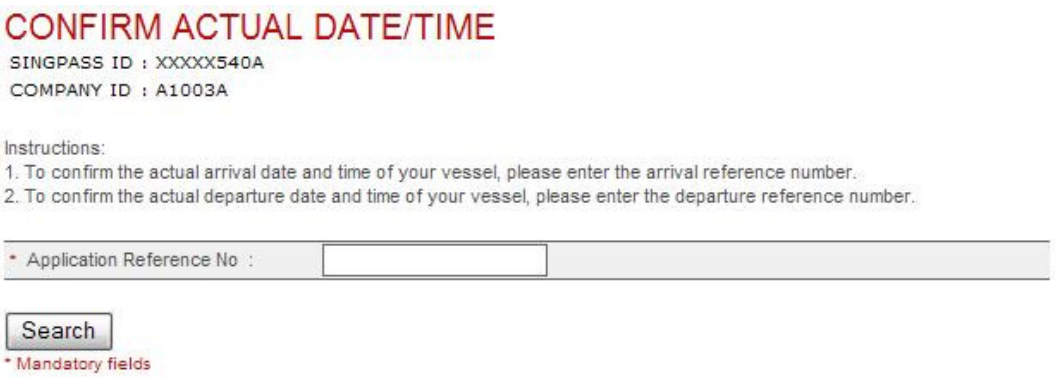
2.3.2 Confirm Actual Date/Time

This module is used by the shipping agent to update the actual date and time that a vessel arrives and departs. Without confirming the actual date and time of arrival you will not be able to proceed to do crew Sign Off, Extension, Transfer or submit a Departure application. If there is no actual date and time of departure, crew granted ADIC will not have exit records. Thereafter, agent will not be allowed to submit the next arrival application for the same vessel as system detects that vessel did not depart as there is no actual date/time of departure.

The Confirm Actual Date/Time module is found by moving the mouse over the *Amendment* menu item and click on **[Confirm Actual Date/Time]**

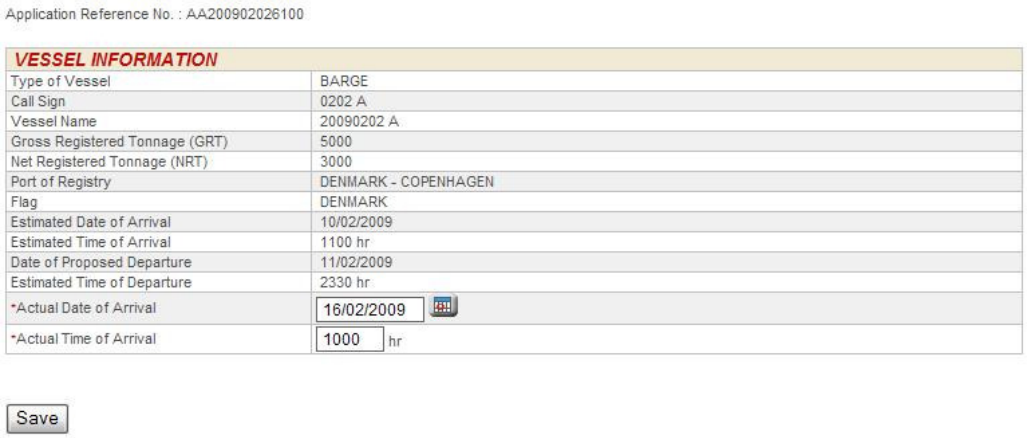


Key in the Application Reference Number. For arrival applications, you should key in the arrival application reference number. For departure applications you should key in the departure application reference number. Click on **[Search]**


CONFIRM ACTUAL DATE/TIME
SINGPASS ID : XXXXX540A
COMPANY ID : A1003A
Instructions:
1. To confirm the actual arrival date and time of your vessel, please enter the arrival reference number.
2. To confirm the actual departure date and time of your vessel, please enter the departure reference number.
* Application Reference No :
Search
* Mandatory fields

The update page will be display and you will need to enter the Actual Date and Time of arrival or departure. Click on **[Save]** to update the application.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



Application Reference No. : AA200902026100

VESSEL INFORMATION	
Type of Vessel	BARGE
Call Sign	0202 A
Vessel Name	20090202 A
Gross Registered Tonnage (GRT)	5000
Net Registered Tonnage (NRT)	3000
Port of Registry	DENMARK - COPENHAGEN
Flag	DENMARK
Estimated Date of Arrival	10/02/2009
Estimated Time of Arrival	1100 hr
Date of Proposed Departure	11/02/2009
Estimated Time of Departure	2330 hr
*Actual Date of Arrival	16/02/2009
*Actual Time of Arrival	1000 hr

Save

If the application is updated successfully, a confirmation page will be displayed.

CONFIRM ACTUAL DATE/TIME

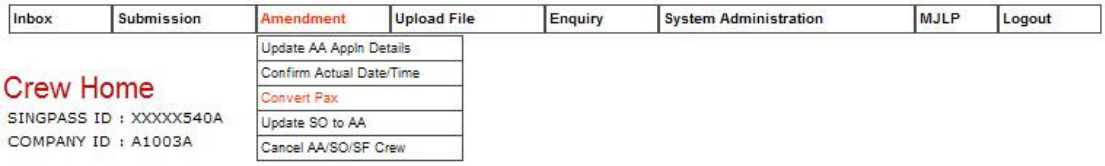
SINGPASS ID : XXXXX540A
COMPANY ID : A1003A

Your application has been submitted successfully on **16/02/2009 15:18:41**
by **HO HUI SHAN**
for vessel **20090202 A**.
Your application reference number is **AA200902026100**.

2.3.3 Convert Pax

This module allows shipping agent to convert landing passenger to transit passenger and vice versa after arrival application is approved.

The Convert Pax module is found by moving the mouse over the *Amendment* menu item and click on **[Convert Pax]**



Inbox | Submission | Amendment | Upload File | Enquiry | System Administration | MJLP | Logout

- Update AA Appln Details
- Confirm Actual Date/Time
- Convert Pax
- Update SO to AA
- Cancel AA/SO/SF Crew

Crew Home

SINGPASS ID : XXXXX540A
COMPANY ID : A1003A

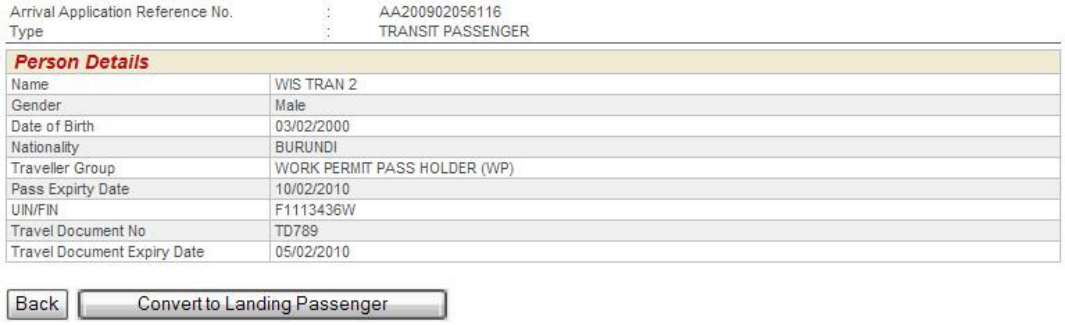
Key in the Arrival Application Reference No and the name of the passenger. Select the type of Passenger from dropdown list. Click on **[Search]** to retrieve record.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

If the Arrival Application does not meet the criteria for passenger to be converted, error message will be prompted, otherwise system will display the following screen :-

1 matching record(s)
Page 1 [First] | [Previous] | [Next] | [Last]
PASSENGER INFORMATION
S/No. Type Name Date of Birth Nationality Gender
1 TRANSIT PASSENGER WIS TRAN 2 03/02/2000 BURUNDI Male
Page 1 [First] | [Previous] | [Next] | [Last]
1 of 1 Pages Go

Click on Name hyperlink to display the details :-



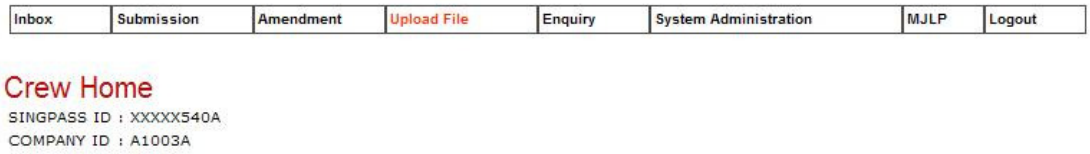
Click on the button **[Convert to Transit Passenger]** convert Landing Passenger to Transit Passenger.
Click on the button **[Convert to Landing Passenger]** convert Transit Passenger to Landing Passenger.

2.4 Upload File

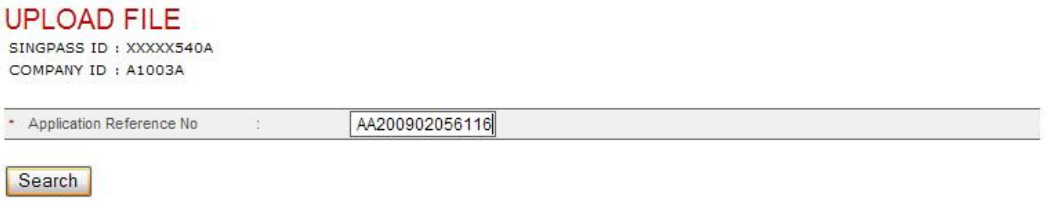
2.4.1 Upload File

This module allows the shipping agent to resubmit the MS excel file in ".csv" format if there are any errors in the original submission. Only applications with error files need to be resubmitted. This module is found by clicking on the *Upload File* menu.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

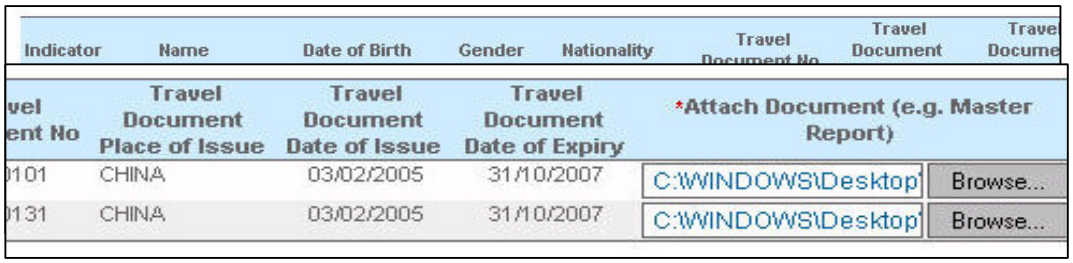


Enter the Application Reference Number. This can be the Arrival, Departure, Sign-On or Sign-Off application reference number.



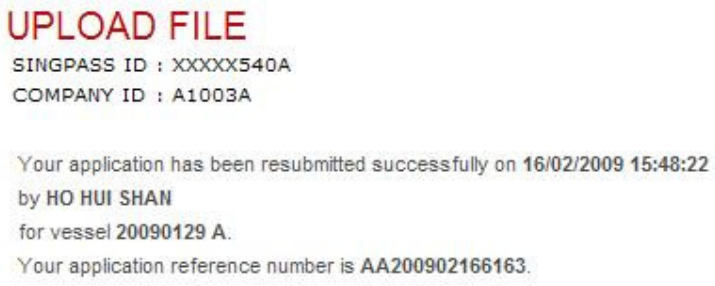
You will then be shown a screen where the files are to be uploaded. Attach the respective files by clicking on "browse" and add the file in, after you have made the necessary error corrections and click on **[Submit].**

For Stowaway, Survivor and Refugee, scroll to the right to "browse" and attach the file.



Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

If the files are uploaded successfully a confirmation will be displayed.


UPLOAD FILE
SINGPASS ID : XXXXX540A
COMPANY ID : A1003A
Your application has been resubmitted successfully on 16/02/2009 15:48:22
by HO HUI SHAN
for vessel 20090129 A.
Your application reference number is AA200902166163.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

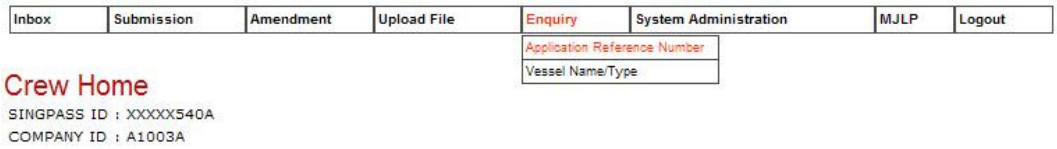
2.5 Enquiry

The CREW system allows you to enquire by 2 different means, (a) by Application Reference Number and (b) by Vessel Name/Type.

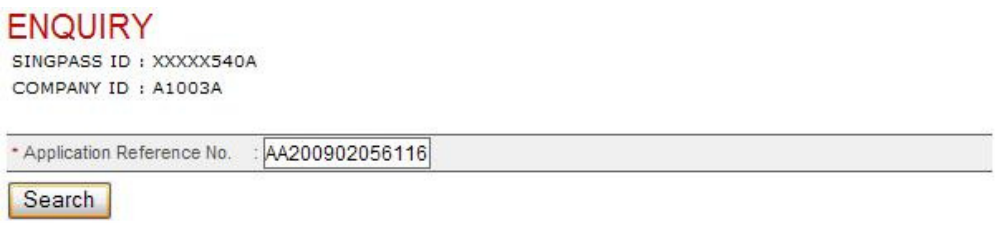
Under enquiry you are not allowed to change any information, you will be able to view the outcome of your application and the status given. The Agent is able to enquire on all applications belonging to their respective companies. The Agent cannot enquire on a transaction belonging to another company.

2.5.1 Application Reference Number

To enquire by Application Reference Number, move the mouse over the *Enquiry* menu item and click on **[Application Reference Number]**



Enter the Arrival Application Reference Number and click **[Search]**



The details of that application will be displayed. You can move between the tabs (Vessel, Agent, Crew, Transit & Landing, View PDFs) to view the details under each tab. You can scroll down under each tab to view more information.

Vessel Tab shows you the vessel details.

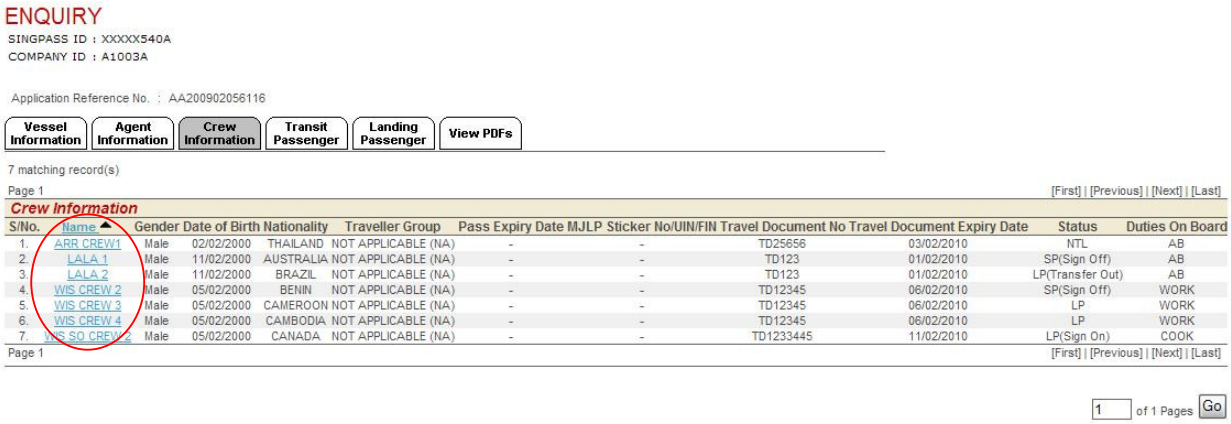
Agent Tab shows you the details of the agent that was tasked to handle this application

Crew information

This tab will display the various crew information of the vessel. You can click on the *Crew Name* hyperlink to get more details on that crew. The Person and Pass details will be displayed.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

Crew Details


ENQUIRY
SINGPASS ID : XXXXX540A
COMPANY ID : A1003A
Application Reference No. : AA200902056116
Vessel Information
Agent Information
Crew Information
Transit Passenger
Landing Passenger
View PDFs
7 matching record(s)
Page 1
[First] | [Previous] | [Next] | [Last]
Crew Information
S/No. Name Gender Date of Birth Nationality Traveller Group Pass Expiry Date MJLP Sticker No/UIN/FIN Travel Document No Travel Document Expiry Date Status Duties On Board
1. ARR CREW1 Male 02/02/2000 THAILAND NOT APPLICABLE (NA) - - TD25656 03/02/2010 NTL AB
2. LALA 1 Male 11/02/2000 AUSTRALIA NOT APPLICABLE (NA) - - TD123 01/02/2010 SP(Sign Off) AB
3. LALA 2 Male 11/02/2000 BRAZIL NOT APPLICABLE (NA) - - TD123 01/02/2010 LP(Transfer Out) AB
4. WIS CREW 2 Male 05/02/2000 BENIN NOT APPLICABLE (NA) - - TD12345 06/02/2010 SP(Sign Off) WORK
5. WIS CREW 3 Male 05/02/2000 CAMEROON NOT APPLICABLE (NA) - - TD12345 06/02/2010 LP WORK
6. WIS CREW 4 Male 05/02/2000 CAMBODIA NOT APPLICABLE (NA) - - TD12345 06/02/2010 LP WORK
7. WIS SO CREW 2 Male 05/02/2000 CANADA NOT APPLICABLE (NA) - - TD1233445 11/02/2010 LP(Sign On) COOK
Page 1
[First] | [Previous] | [Next] | [Last]
1 of 1 Pages
Go

Crew – Person Details

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

Pass Information

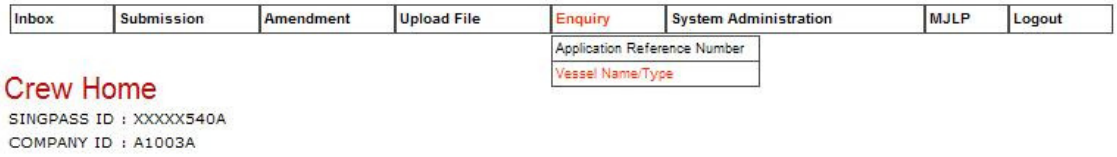
The details are similar for transit and landing passengers you will only be able to enquire on the details and no changes can be made at enquiry module.

View PDFs tab will display the list of Letters, Crew or Transit/Landing Passenger List or Electronic passes pertaining to the application. Click on the File Name hyperlink to display the document.

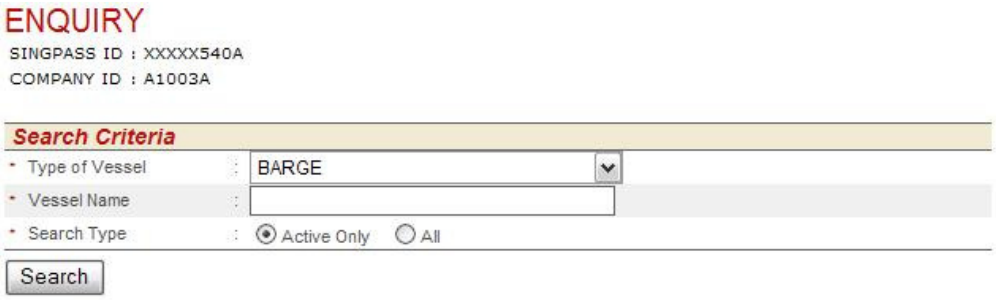
Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.5.2 Vessel Name/Type

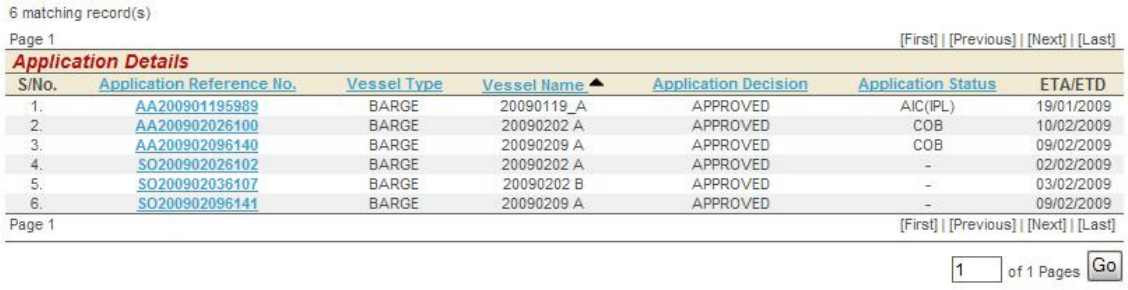
To enquire by Vessel Name/Type, move the mouse over the *Enquiry* menu item and click on **[Vessel Name/Type]**



Select the vessel type from the dropdown list, enter the name of the vessel and select the search type. Partial name search of the vessel is allowed. Choosing "Active Only" as the search type will retrieve "active" applications where the actual date/time of departure (ATD) has not been confirmed. Click **[Search]** to begin the retrieval.



A list will be displayed which will allow you to select the Application Reference Number that you want and the application will be displayed. You are able to sort the list by 'Application Reference Number', Vessel Type', 'Vessel Name', 'Application Decision' & 'Application Status'. The display is the same as the display from the Application Reference Number search.


6 matching record(s)
Page 1
[First] | [Previous] | [Next] | [Last]
Application Details
S/No. Application Reference No. Vessel Type Vessel Name Application Decision Application Status ETA/ETD
1. AA200901195989 BARGE 20090119_A APPROVED AIC(IPL) 19/01/2009
2. AA200902026100 BARGE 20090202 A APPROVED COB 10/02/2009
3. AA200902096140 BARGE 20090209 A APPROVED COB 09/02/2009
4. SO200902026102 BARGE 20090202 A APPROVED - 02/02/2009
5. SO200902036107 BARGE 20090202 B APPROVED - 03/02/2009
6. SO200902096141 BARGE 20090209 A APPROVED - 09/02/2009
Page 1
[First] | [Previous] | [Next] | [Last]
1 of 1 Pages Go

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

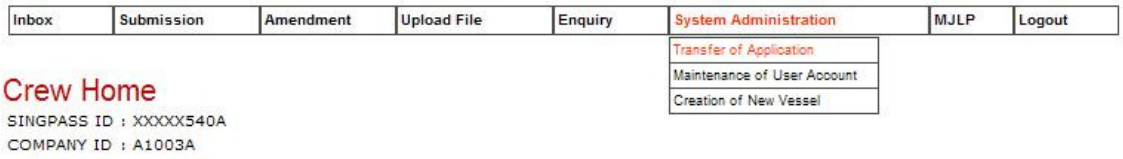
2.6 System Administration

These functions are only available to the Trusted Partner of the Shipping Companies. Trusted Partners are selected by the shipping companies and ICA will create the relevant access rights to him/her.

2.6.1 Transfer of Application

This module allows the Trusted Partner to transfer the Application that is currently under their company to another company.

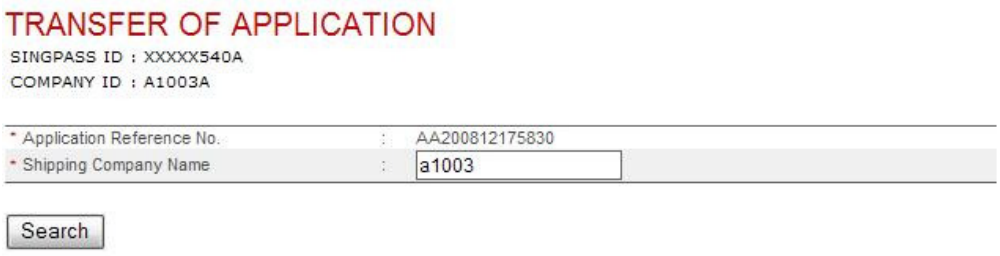
To do a Transfer of Application, move the mouse over the S*ystem Administration* menu item and click on **[Transfer of Application]**



You will then need to key in the Application Reference number and the name of the shipping company that you want to transfer the application to. You can enter a partial name of the shipping company. The company must be on the current CREW system.

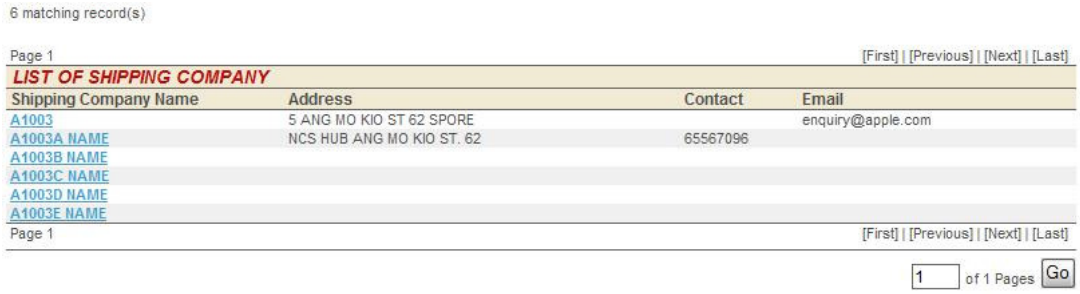
E.g. If you key in the company name as "ALCO"
The system will retrieve a list of all companies that start with "ALCO"
ALCO PTE LTD
ALCOM SHIPPING COMPANY
ALCOMMAT TRADING
ALCO ZONE

Click on **[Search]** and a list of the companies will be shown.


TRANSFER OF APPLICATION
SINGPASS ID : XXXXX540A
COMPANY ID : A1003A
* Application Reference No. : AA200812175830
* Shipping Company Name : a1003
Search

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

Select the company that you want to transfer the application to by selecting the company name from the list. You will get the following page and once you click **[Confirm]** the application will be available for the other company to use.



6 matching record(s)

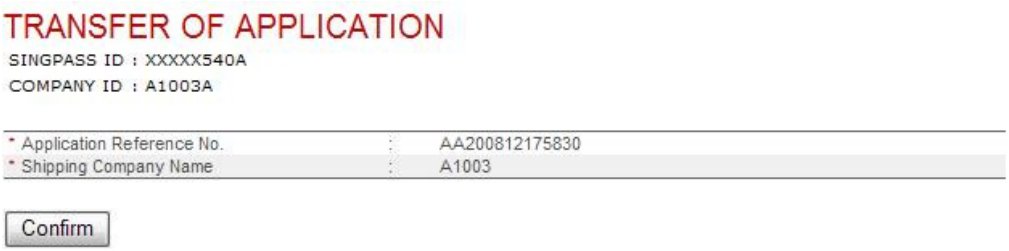
Page 1 [First] | [Previous] | [Next] | [Last]

LIST OF SHIPPING COMPANY

Shipping Company Name	Address	Contact	Email
A1003	5 ANG MO KIO ST 62 SPORE		enquiry@apple.com
A1003A NAME	NCS HUB ANG MO KIO ST. 62	65567096	
A1003B NAME			
A1003C NAME			
A1003D NAME			
A1003E NAME			

Page 1 [First] | [Previous] | [Next] | [Last]

1 of 1 Pages Go



TRANSFER OF APPLICATION

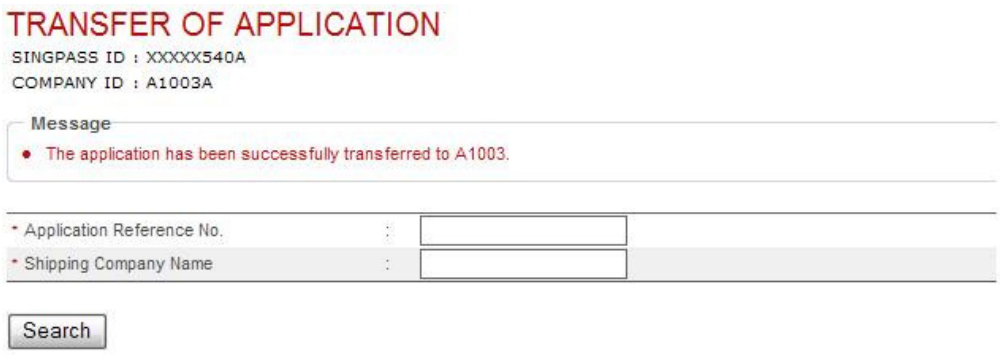
SINGPASS ID : XXXXX540A

COMPANY ID : A1003A

* Application Reference No.	:	AA200812175830
* Shipping Company Name	:	A1003

Confirm

A message will inform you that the record has been transferred successfully. You can proceed to do another transfer after this.



TRANSFER OF APPLICATION

SINGPASS ID : XXXXX540A

COMPANY ID : A1003A

Message

- The application has been successfully transferred to A1003.

* Application Reference No.	:	
* Shipping Company Name	:	

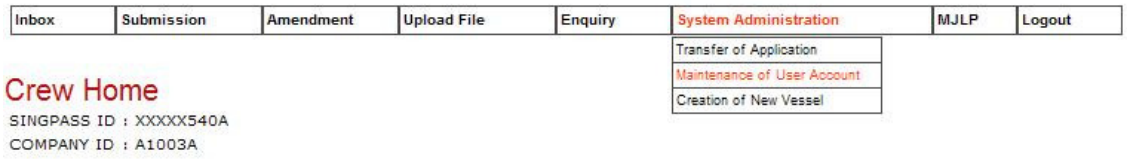
Search

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

2.6.2 Maintenance of User Account

This module allows the Trusted Partner to request for access to the CREW system from ICA. It also allows the Trusted Partner to update and maintain the details of his shipping agents after ICA has approved the application.

The Maintenance of User Account module is found by moving the mouse over the *System Administration* menu item and click on **[Maintenance of User Account]**



You will be shown the main user maintenance list, which has your company name, and the list of accounts under your company. The list can be sorted by UIN/FIN, Name, Role or Status.

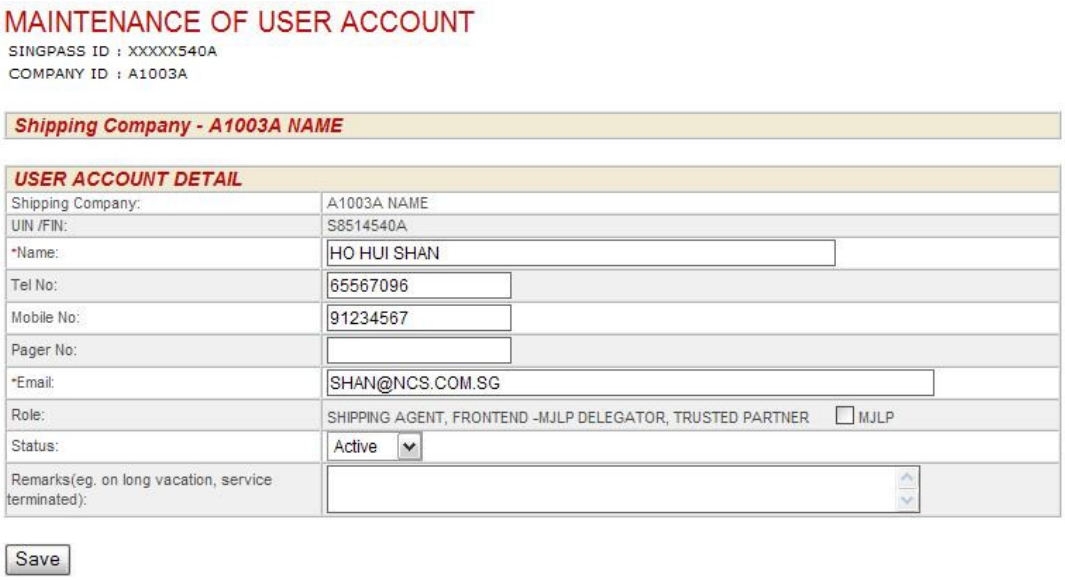
To request from ICA a new account, click on **[Request for New Account]** and you will need to fill in the details of the person you are registering for.

Details that need to be entered:

UIN / FIN	This is the NRIC number for Singapore Citizens / Permanent Residence or the FIN number of Long Term Pass holders.
Name	Name of the shipping agent.
Tel No: Mobile No. Pager No.	Telephone Number Handphone Number Pager Number Note that at least 1 of these contact numbers must be filled in.
Email	Email address of the agent
Role	Select from the dropdown list if the agents role is a Shipping Agent or Trusted Partner.

Once you are done, click on **[Save]**. If the record is successfully sent through, a message will appear to inform you that the record is saved. You can then proceed to key in another application.

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



To delete an account, at the main user maintenance list, check the box and click on **[Delete]**.

LIST OF USER ACCOUNTS
SNo. UIN /FIN Name Role Status
1. S5324034H USER 5 MJLP EXCLUSIVE USER DELETED
2. S1479184A USER 4 FRONTEND - MJLP, MJLP EXCLUSIVE USER DELETED
3. S6717354F USER 11 SHIPPING AGENT DELETED
4. S9754210D TAN AH KOW SHIPPING AGENT, FRONTEND - MJLP ACTIVE
5. S7915350H SUWA JEN YANG SHIPPING AGENT, TRUSTED PARTNER, FRONTEND - WIC ACTIVE
6. S8514540A HO HUI SHAN SHIPPING AGENT, FRONTEND -MJLP DELEGATOR, TRUSTED PARTNER ACTIVE
7. S0919075I A1003A USER MJLP EXCLUSIVE USER DELETED
Request for New Account
Delete

There will be a message to inform you that the record is successfully deleted. The record in the list would be 'grey' out and you will not be able to access the record.

Message
Record(s) is/are deleted.
Shipping Company - A1003A NAME
7 matching record(s)
Page1
[First] | [Previous] | [Next] | [Last]
LIST OF USER ACCOUNTS
SNo. UIN /FIN Name Role Status
1. S5324034H USER 5 MJLP EXCLUSIVE USER DELETED
2. S1479184A USER 4 FRONTEND - MJLP, MJLP EXCLUSIVE USER DELETED

Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.

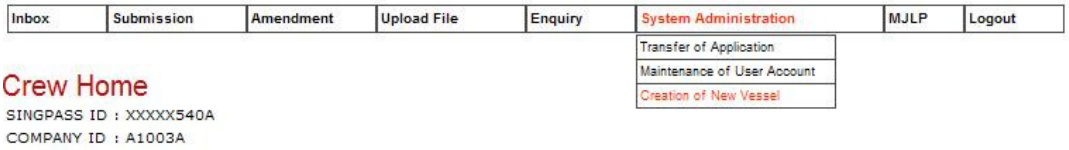
To amend the details of a user under your charge, click on the *UIN/FIN* in the UIN/FIN column that you want to maintain.

You will be able to update the Name, Contact Numbers, emails, change his status (Active/Inactive) and add in any remarks if you need to. Once completed, you can click on **[Submit]**. A message will appear to let you know that the details have been updated successfully.

2.6.3 Creation of New Vessel

This module allows the Trusted Partner to create vessels that are under the company's charge. Each company must maintain a list of vessels that are under their charge.

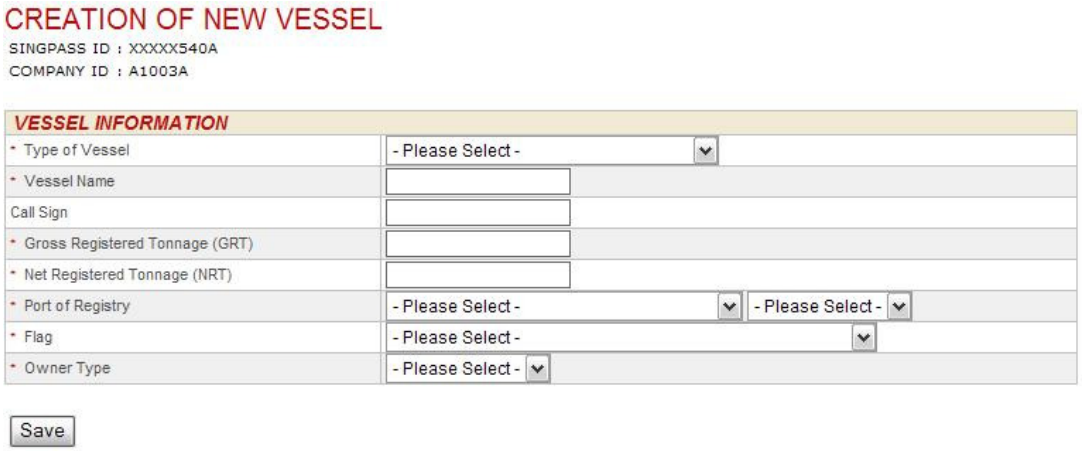
The Creation of New Vessel module can be done by moving the mouse over the *System Administration* menu item and click on **[Creation of New Vessel]**



A list of the entire vessels under your company is listed. This list can be sorted by *Vessel Type and Vessel* Name. To view the details of a vessel, you can click on the Vessel's Name in the *Vessel Name* column. You cannot make any amendments to the vessel details once they are created. Click on **[Back]** to return to the list of vessels.

To create another vessel entry, you can click on **[Add New Vessel]** you will be able to key in the following details on the screen.

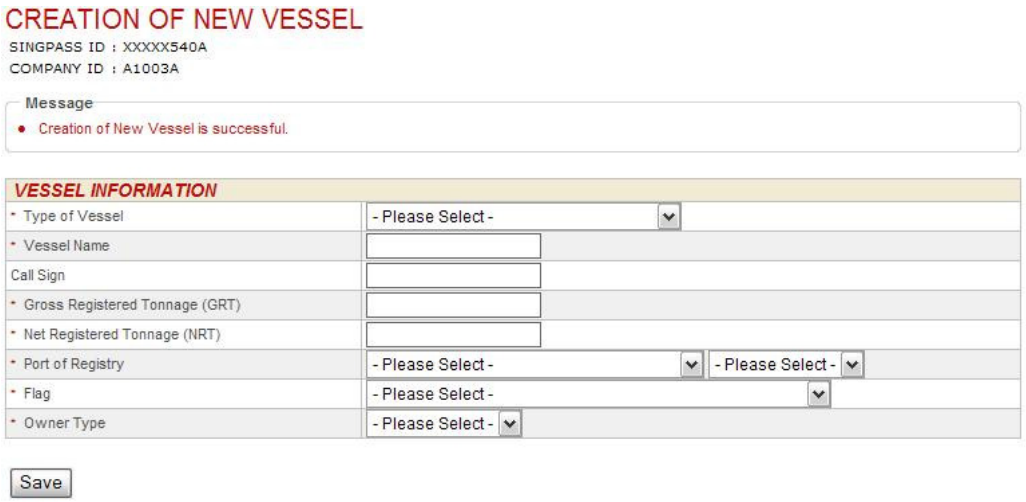
Caution:
DO NOT click on any of the buttons on your internet browser. This will terminate your session prematurely.
DO NOT click any of the provided buttons more than once. This will cause the transaction to HANG intermittently.



Details that need to be entered:

Type of Vessel	Select from the drop down list.
Vessel Name	Name of the Vessel.
Call Sign	Vessel's Call Sign if any.
Gross Registered Tonnage (GRT)	Key in the GRT value.
Net Registered Tonnage (NRT)	Key in the NRT value.
Port of Registry	Select from the dropdown list for BOTH Place & Port.
Flag	Select from the dropdown list.
Owner Type	Select either "Owner" or "Charterer" agent

Once you have keyed in the details you can click on **[Save]** and a message will appear to inform you that the vessel has been successfully created. You can then proceed to key in another vessel.



Caution:
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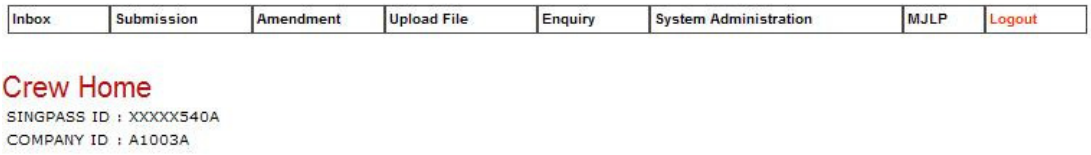
2.7 Logout

This allows the user to logout of the system and return to the main CREW page. This is found by clicking on the *logout* menu.



Caution:
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